

HEARTLAND HEALTH REGION
CLIENT AND FAMILY CENTERED CARE STEERING COMMITTEE
TERMS OF REFERENCE- October 20, 2016

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PURPOSE:

- The Heartland Health Region (HHR) Client and Family Centred Care (CFCC) Steering Committee's goal is to lead, develop, advise/encourage and support the spread of client and family centred care throughout the region in all departments, services and levels of the organization.
- Aiming to support and/or fundamentally change the culture of our relationships with clients and families so that there is more choice, individualized care, and real empowerment and involvement of people to improve their health.

Please note: Heartland Health Region has modified the term **Patient and Family Centred Care to the use of the word '**Client**' instead; which encompasses all patients, clients, and residents served by the region's programs and services.*

***Family** is defined as "a group of individuals who are connected by kinship, affection, dependency or trust. The family is defined by the client."*

PRINCIPLES OF CLIENT AND FAMILY CENTRED CARE:

Client and Family Centred Care have the following four foundational concepts (as developed by the Institute for Patient and Family Centred Care)* that the CFCC Steering Committee will incorporate into all that we do:

- A. **Respect & Dignity:** Healthcare providers and staff listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.
- B. **Information Sharing:** Healthcare providers and staff communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete and accurate information in order to effectively participate in care and decision-making.
- C. **Participation:** Patients and families are encouraged and supported in participating in care and decision making at the level they choose.
- D. **Collaboration:** Patients, families, healthcare providers, staff, and leaders collaborate in policy and program development, implementation and evaluation; in healthcare facility design; in professional education; and in the delivery of care.

FUNCTIONS:

The CFCC Steering Committee, in consultation with clients and families, HHR staff, physicians and relevant committees will:

- Identify client and family centred care priorities for the HHR (in alignment with the Ministry of Health PFCC framework) and develop corresponding action plans
- Ensure the voices of clients and families are represented in improving all aspects of care
- Develop and monitor key measures and outcomes related to client and family centred care
- Collaborate with regional governance committees, operational committees and department committees, affiliates and community partners to improve client and family centred care
- Build knowledge and awareness, among client/family advisors to enable them to carry out their advisory and coordinating roles

- Support the spread of client and family centred care by participating in working groups
- Ongoing commitment to recruiting client and family advisors as needed
- Act as a regional resource for CFCC
- Collaborate and make recommendations for HHR strategies and programs
- Actively promote and create new and unique opportunities for partnering among client, families, and staff

MEETINGS:

- The CFCC Steering Committee will meet quarterly and as required
- Co-chairs will be appointed by the Steering Committee at the start of the fiscal year
- Committee co-chairs will establish the agenda for meetings with help from Client/Family Advisors (CFAs) and circulate one week prior to meetings
- If CFA unable to attend meeting date, notification is to be provided to the co-chairs as soon as possible
- Quorum is to be 50% of the Committee plus one
- Meeting attendance can be in various forms; in person, telehealth, webex, or teleconference. Options will be made available as required
- Email is the preferred form of communication for committee members for agendas, minutes, assignments etc.
- Meeting minutes will be distributed to the Committee including the VP of Primary Health and Quality Services who can share them with the Senior Leadership Team
- Working groups will be established as needed and will meet as required
- If requested the CFAs will be supported to meet for an “Advisor only portion” in conjunction with a Steering Committee meeting
- Decision making will be by consensus
- Guests will be invited to meetings as required
- The CFCC Steering Committee will ideally consist of an equal number of Heartland Health Region representatives and Client/Family Advisors to a maximum of 20 members
- Membership will consist of:
 - Client and Family Advisors
 - Co-Chairs
 - HHR Vice President of Primary Health and Quality Services (Executive Lead) Ad Hoc
 - Physician Advisor
 - Heartland Health Region employee representatives
 - Designated Administrative support

TERM:

- Membership will consist of three and four year renewable terms; starting in 2017 the East side of HHR CFAs have a three year term and the CFAs from the West side of HHR will have four year terms
- Members who miss 3 consecutive meetings without sending regrets will be approached by the co-chairs as to their continued involvement
- Any member of the CFCC Steering Committee who undertakes legal action against Heartland Health Region staff, facilities, or its affiliates will step down from this committee until there is resolution

REPORTING AND ACCOUNTABILITY:

- The CFCC Steering Committee is accountable to the Vice-President of Primary Health and Quality Services

ROLES AND RESPONSIBILITIES:

Executive Lead:

- Approve resources requested (financial and human)
- Pursue opportunities for increased funding and resources
- Monitor committee progress
- Work to remove barriers
- Provide updates to HHR Senior Leadership Team

Co-Chairs:

- Support the Committee to define direction
- Recruit Client and Family Advisors, on an as needed basis
- Schedule meetings and develop agendas with CFA input and organizational requests
- Contribute knowledge as an equal team member
- Monitor key measures and outcomes and initiate corrective action as necessary
- Act as a liaison between project team(s), other committees, etc.
- Meeting minutes which will be distributed to all members at least 7 days prior to the next meeting
- Provide regular updates to the Vice President of Primary Health and Quality Services

Client and Family Advisors:

- Attend meetings regularly
- Participate fully
- Complete team assignments
- Share ideas and information freely
- Serve as an ambassador for CFCC
- Recruit CFAs, on an as needed basis

Administrative support:

- Record meeting minutes and distribute them to the co-chairs within 7 days of the meeting

REVIEW AND EVALUATION:

- The CFCC Steering Committee shall conduct an annual evaluation of the team's progress
- These Terms of Reference will be reviewed annually

ADDITIONAL INFORMATION:

- Compensation- Expenses incurred in relation to CFCC work and honorarium will be reimbursed as per HHR policy
- Confidentiality- All Client and Family Advisors as well as HHR employees will sign a confidentiality agreement
- Consent for use of Information- prior to using CFA information, names, pictures or stories broadly, a HHR consent form will be signed
- Criminal Check- All CFAs will supply a current Criminal Record Check
- Recruitment of CFAs will occur in a variety of ways. Potential CFAs will meet with the HHR CFCC Chairs or experienced CFAs to review expectations and outline the role of this Steering Committee
- Interested HHR employees will be encouraged to apply by completing an 'Expression of Interest form' which will be reviewed by the CFCC co-chairs.

THESE PRINCIPLES FOR WORKING TOGETHER WILL BE IMPLEMENTED AND SUPPORTED:

- Kindness is good for your health

- Focus on processes, not individual people
- Utilize facts and data
- Be open-minded to new ideas
- Be honest about ability to commit to tasks
- Ask for help when you need it
- Come prepared, on time, and informed to meetings
- Be knowledgeable about CFCC practices
- Consensus-based decision-making will be employed

REFERENCES:

1. Institute for Patient and Family Centred Care. (2013). Retrieved from <http://ipfcc.org/>
2. Ministry of Health. (2012). *Patient- and Family-Centred Care*. Retrieved from <http://www.health.gov.sk.ca/pfcc>
3. Prince Albert Parkland Health Region, Patient & Family Centered Care (PFCC) Steering Committee. *Terms of Reference*.
4. Saskatoon Health Region, Client & Family Centred Care Steering Committee. *Terms of Reference*.
5. Sunrise Health Region. *Client & Family Centred Care Action Plan*. (2012, March). Retrieved from [http://www.sunrisehealthregion.sk.ca/files/CFCC%20Action%20Plan\(1\).pdf](http://www.sunrisehealthregion.sk.ca/files/CFCC%20Action%20Plan(1).pdf)