



Cheyenne Regional
Medical Center

CRMC Patient and Family Advisory Council (PFAC) Bylaws

Article 1. Overview

The CRMC Patient and Family Advisory Council (PFAC) will provide a formal communication vehicle for patients and families to take an active role in improving the patient experience at CRMC. The council will focus on discovering what programs and practices represent the most successful patient and family experience within CRMC and will help replicate and share those best practices across the community.

Article 2. Mission Statement

Guided by CRMC's vision, mission and values, the PFAC is dedicated to ensuring that our patients and families have a safe, quality, compassionate and positive healthcare experience.

Article 3. Goals

Section 1. Advise: Work in an advisory role to enhance patient-family centered care initiatives at CRMC.

Section 2. Support: Support staff and CRMC leadership in their patient-family centered activities and initiatives. Act as a sounding board for implementation of new programs and existing programs across CRMC.

Section 3. Participate: Provide patient and family member representation to committees and work groups including, but not limited to patient safety, quality improvement, facility design, service excellence, ethics, and education.

Section 4. Identify: Identify existing best practices in patient-family centered care and explore ways to share and replicate those across the organization.

Section 5. Represent: Represent patient and family perspectives about the healthcare experience at CRMC and make recommendations for improvement.

Section 6. Educate: Collaborate with CRMC staff to facilitate patient and family access to information. Influence and participate in CRMC staff orientation, patient and family education and discharge/transition planning.

Section 7. Evaluate: Evaluate the role of the PFAC in improving outcomes for patients and families.

Article 4. Structure and Membership

The PFAC will consist of approximately six members representing the diversity of the CRMC community. In addition, up to six CRMC staff members may also serve on the PFAC. The structure of the council may change over time.

Article 5. Nomination and Application Process

Recruitment of PFAC members is initiated by referral from all disciplines including CRMC physicians, nurses, other healthcare providers and professional staff. Recruitment is also initiated when potential members submit an application located on the CRMC public website.

Section 1. Membership Criteria: Members are selected based upon the following criteria:

- Recent experience as a patient or family member at CRMC
- Ability to represent patient care experience
- Willingness to work collaboratively and in an advisory role
- Good listening skills
- Ability to interact well with differing groups of people and differing opinions
- Be able to respect others' perspectives
- Positive, constructive attitude
- Be able to keep personal information confidential
- You can share both positive and negative experiences in a constructive manner
- Be positive and supportive of the council's mission
- You want to help make the hospital experience better
- Ability to participate in a consistent and agreed-upon schedule of meetings and potential subcommittee efforts
- Commitment to serve for a two-year term with potential to renew or step down at the end of the term

Section 2. Membership Selection: Application forms are sent to prospective members, who are interviewed. Applications are also available on the CRMC public website and can be submitted to the Patient Experience office for consideration. Once selected, the applicant receives an acknowledgement letter from staff of the PFAC and a thank you letter is sent to the referring individual.

Section 3. Terms of Appointment:

- Council members are granted two-year terms
- Council members may request to be re-appointed
- Resignation will be submitted in writing or via email to the CRMC PFAC.
- Vacancies may be filled during the year as needed
- Council members may be removed from their positions due to their inability to participate as needed or comply with the membership criteria

Article 6. Roles and Responsibilities

Section 1. Roles and Responsibilities for Patient/Family Members:

- Encourage greater understanding of the healthcare experience through the eyes of the patient and family
- Actively participate in establishing a strong partnership between CRMC and staff, patients and families

- Honestly share perceptions and expectations concerning health care at inpatient and outpatient areas
- Evaluate practices, programs and services and provide recommendations that respond to the unique needs of the patient and family based on patient-family centered care principles
- Channel needs, concerns and recommendations to the CRMC leadership team for review and direction
- Contribute to the education of present and future healthcare providers
- Provide a vital link between CRMC and the community
- Maintain confidentiality at the council meetings and outside the meetings
- Respect the collaborative process and the council as the forum to discuss issues
- Give input based on your own experience but be able to step out of your individual perspective.
- Collaboratively work on projects identified by the council that will improve patient-family centered care at CRMC
- Participate on other CRMC committees and work groups as appropriate
- Attend all PFAC meeting or notify a staff member in advance if unable to attend

Section 2. Roles and Responsibilities for Staff/Employee Members:

- Attend each PFAC meeting
- Prepare meeting agendas
- Identify, invite, vet and orient potential PFAC members
- Facilitate discussions and engage all members
- Provide a report back to the PFAC of progress on ongoing projects and any hospital changes of interest to the group
- Assist with operations behind the scenes to facilitate meetings and PFAC efforts
- Minimize potential barriers to achieving established goals
- Be an advocate for the utilization of PFAC efforts and members

Section 3. Roles and Responsibilities of Chair/Co-Chair:

- Attend each PFAC meeting
- Communicate activities of the PFAC to CRMC leadership
- Facilitate all meetings
- Communicate with PFAC members outside of meetings
- Co-chair will support duties of chair in his/her absence

Article 7. Orientation and Training

All selected patient and family applicants will receive volunteer orientation and training on applicable hospital regulatory and privacy issues.

Article 8. Confidentiality

PFAC members must not discuss any personal or confidential information revealed during a council meeting outside of those sessions. Council members must adhere to all applicable HIPAA standards and guidelines. If a member violates these guidelines, a staff member will remind them of the guidelines. Repeated violations may result in re-evaluation of membership status.

Article 9. PFAC Meetings

Meetings will be held monthly on a day and time that best meets the schedules of members. Each meeting will be 1.5-2 hours in length.

Section 1. Agenda: Meeting agenda will be set by the designated staff/employee member and distributed to the membership prior to each session.

Section 2. Meeting Minutes: The designated staff/employee will distribute the minutes in a timely manner to all PFAC staff and patient/family members. Council minutes will be retained for a minimum of five years.

Section 3. Attendance: It is expected that the members of the council will make every attempt to attend every session during their term. Participation will provide the most effective meeting and make the most impact on the patient experience at CRMC.

Attempts can be made to accommodate teleconference call arrangements if necessary. If a member is not able to make one or more sessions, notification to a staff member as soon as possible is expected in order to make any needed adjustments prior to the group meeting.

Section 4. Inclement Weather: Business meetings will be canceled if traveling in Cheyenne becomes unsafe.

Article 10. Termination

The chair and co-chair of the PFAC reserve the right to dismiss any member who is not compliant with the bylaws and guidelines of the PFAC.