

TERMS OF REFERENCE

NSM LHIN Patient and Family Advisory Committee

BACKGROUND

Local Health Integration Networks aspire to learn what patients, families and caregivers value most in our health care system. In order to improve health outcomes and experiences, patients and families across Ontario must be engaged and empowered to have a strong voice to shape care delivery. Local Health Integration Networks are committed to partnering and listening to patients and families to ensure that changes in the health care system reflect the needs and opinions of those it serves.

Expanding patient engagement across the health care system is a key commitment articulated in the Patients First Act. A key element of this approach is the establishment of patient advisory committees in each of Ontario's 14 Local Health Integration Networks (LHINs) and information sharing between these committees.

MANDATE

The North Simcoe Muskoka LHIN Patient and Family Advisory Committee (NSM LHIN PFAC) will aim to assist in shaping LHIN's programs, services and initiatives designed to improve care in each LHIN.

The NSM LHIN PFAC will apply their lived experiences, collective knowledge and insights to advise on strategies to improve patient care experiences and outcomes, health care access or service delivery improvements and caregiver recognition and support.

This may include:

- Identifying and advising on opportunities to incorporate the patient's perspective in initiatives to improve care across the region and across the health care system.
- Providing input on LHIN policies and standards guiding LHIN initiatives, particularly regarding patient care and patient engagement.
- Guide staff on how to best reflect learnings from lived experiences into corporate plans (e.g., Annual Business Plan, Quality Improvement Plan, Integrated Health Service Plan, etc.).
- Engage in co-design with the LHIN CEO, staff, service providers and partners to enable meaningful patient engagement within the LHIN through embedding members in key initiatives/committees.

- Link, listen and collaborate with individuals with lived experience to ensure that changes in the health care system reflect the needs and opinions of those it serves.

When executing its mandate, members of the NSM LHIN PFAC will adhere to the following principles:

- The Committee will make every effort to provide informed advice on LHIN policy and program initiatives.
- The Committee will take into account population health and health equity in making its recommendations.
- The LHIN will respond to the Panel's advice and final decisions will remain with LHIN staff, Board of Directors and LHIN CEO.
- The Committee will work in alignment with best practices identified in the LHIN Community Engagement Guidelines and the provincial Patient Engagement Framework.

ACCOUNTABILITY AND REPORTING RELATIONSHIPS

The North Simcoe Muskoka LHIN's PFAC will provide regular updates and report annually at minimum on its work plans, activities and progress to the LHIN Board of Directors through the LHIN CEO.

MEMBERSHIP

The PFAC will consist of up to 10-15 members. The role of a member is to share their unique stories, experiences, opinions and perspectives in order to strengthen engagement of patients, caregivers and the public in important local health planning decisions and policies.

Members will be selected and recruited in such a manner to ensure diversity that is reflective of the LHIN's population makeup, including in relation to age, geographic distribution across the LHIN region, gender, cultural diversity, socio-economic status and health experience with the health system. Membership will also represent patient, family/caregiver experiences across different health care settings, including in hospitals, long-term care and home and community care settings.

Members may participate on focused sub-committees or working groups as needed and based on their interests and experiences with different aspects of the health system.

Members shall be appointed for a term of up to 2-3 years. Length of term will be discussed with potential members and may be varied to allow for staggering. Members may be re-appointed for an additional term at the LHIN CEO's discretion.

Members shall be members of the public. Because elected representatives, practicing healthcare professionals, paid employees of health charities, employees of companies in health industries, elected officials, and employees of provincial and federal health ministries and agencies already have a strong voice in making their opinions known to decision makers, these persons are not eligible for membership.

Election of Co-Chairs

The NSM PFAC will include two Co-Chairs. LHIN staff can assist in facilitation, as appropriate.

The LHIN's CEO shall consult with members and will appoint at his/her discretion the co-chairs of the Panel for a period of 2-3 years, or for an appropriate shorter term determined by the LHIN CEO.

ROLES AND RESPONSIBILITIES

The role of members is to:

Provide advice to the LHIN based on the patient, caregiver and family experience that is meaningful to all people living in the LHIN region. This will involve:

- Reviewing and providing feedback on LHIN documents, proposals, and plans (e.g., ABP, IHSP, QIP, etc.).
- Doing their utmost to attend each meeting, either in person or remotely, and be active participants (e.g., all meeting materials should be read prior to each meeting).
- Identifying opportunities for improvements in the planning and delivery of services.
- Developing an annual work plan and reviewing this Terms of Reference in collaboration with LHIN staff.
- Being involved in tables/discussions external to the Panel to facilitate informing system improvement based on their lived experiences and applicable networks.
- Acting in accordance with the internal NSM LHIN policies and relevant legislation, including the [Ontario Occupational Health and Safety Act](#) and the Accessibility for Ontarians with Disabilities Act.

The role of Co-Chairs is to:

Additionally be responsible for:

- Liaising between the Panel and the LHIN's Board/CEO.
- Encouraging participation and active involvement among members.
- Leading and facilitating meetings (for people both attending in-person, online or via telephone).

- Attending external meetings on behalf of the Panel and at the request of the LHIN's Board/CEO.
- Setting the agenda for each meeting and reporting on progress against the work plan.
- Assisting in the evaluation of the Panel on an annual basis; and
- Recruiting and orientating new members, in collaboration with the LHIN staff.

The role of LHIN staff is to:

- Provide secretariat support which may include, but is not limited to, logistics and coordination, organization of meetings, project management of Panel activities, orientation, research and analysis, report writing and translation, and performance measurement and evaluation.
- Respond to Panel feedback and advice.
- Facilitate discussions with the LHIN CEO, Board of Directors, staff and others.
- Prepare meeting agendas in consultation with Co-Chairs.
- Prepare briefing notes about agenda items and ensuring that they are clearly written and crafted with the perspective of what would be important to patients, caregiver and family advisors.
- Answer questions about policies / issues in a respectful, helpful, and prompt manner.
- Support the Co-Chairs and existing members with the recruitment and orientation of new members
- Proactively identify opportunities for members to be embedded/involved in committees; and
- Collaborate with the Co-Chairs, to support important meeting dialogue and activities to elicit meaningful input.

RESIGNING/ DISMISSAL FROM THE COMMITTEE BEFORE THE END OF A TERM

There are circumstances where a member may need to leave the Panel before the end of their term.

1. Members who elect to resign from their position are requested to provide thirty (30) days written notification (email is acceptable) of their decision to the Co-Chairs.
2. If a member is unable to fulfill their role and/ or engages in behaviour that materially undermines the integrity of the NSM LHIN, work of the Panel, or Terms of Reference, the Panel (via the Co-Chairs) may wish to inform the LHIN CEO of their concerns. In turn, the member may be requested by the LHIN CEO to resign from the committee if the Co-Chairs are not able to support resolving the issue with the member.

Process:

- As a guiding principle, and before informing the LHIN CEO, the Co-Chairs will reach out to the member in question to understand the reason(s) for not fulfilling their role in attempt to mitigate / resolve the issue.
- The Co-Chairs will document this outreach process, and the member's response, for the LHIN CEO's consideration.
- The LHIN CEO will use the information to inform a decision on whether or not to end the member's appointment.

MEETINGS

The Committee will be engaged regularly throughout the year and as requested by the LHIN CEO as the LHIN needs the Committee's advice on LHIN policy/program issues.

The Committee will seek to convene for in-person meetings approximately 4 times per year minimally, as logistics permit and in alignment to the confirmed meeting cycle.

REIMBURSEMENT

Patient/Family Advisors and Chairs are eligible for reimbursement of pre-approved expenses incurred regarding travel, meals, accommodations, and child/elder care as per the Travel, Meal and Hospitality Expenses Directive, as applicable to the LHIN's expenses policy and as may be amended or replaced from time to time (the "Directive"). The LHIN is not responsible for any travel, meals, accommodation, or child/elder care expenses incurred by the Committee members that are not pre-approved in writing by the LHIN and charged in accordance with the Directive.

ETHICAL FRAMEWORK AND CONFLICT OF INTEREST

Committee members are required to fulfill the duties of their appointment in a professional, ethical and competent manner and avoid any real or perceived conflict of interest as stated in the conflict of interest agreement. Committee members have an obligation to declare a personal or pecuniary interest that could raise a conflict of interest concern at the earliest opportunity to the Chair(s). Each member has an ongoing obligation to disclose any actual, potential or perceived conflict of interest arising at any point during a member's term of appointment in regard to any matter under discussion by the Committee or related to the Committee's mandate.

CONFIDENTIALITY AND ONTARIO'S FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (FIPPA)

Each member of the committee will be required to sign a confidentiality agreement. All confidential information, including notes written by individual members in connection with their

work on behalf of the LHIN's Committees, is subject to the provisions of Ontario's *Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c.F.31 and may be subject to disclosure in accordance with the Act.

No member of the Committee shall disclose or publicize any information related to the work of the Committee, including the content of any of its discussions, advice or recommendations, unless the member has received prior written authorization from the Ministry/LHIN to make a specific disclosure.

OWNERSHIP OF COMMITTEE MATERIALS

All confidential information, including all work materials produced by the committee, shall be and remain the sole property of the Crown in Right of Ontario. Committee materials are not to be shared outside of the organization, including with other committees/councils, unless there is expressed permission to do so.

ESTABLISHMENT OF SUBCOMMITTEES/WORKING GROUPS

The Committee may establish time-limited working groups to provide reports and recommendations to the Committee on specific issues on specific priorities set by the Committee. Working group membership may overlap with Committee membership as appropriate. If interested, members can also get involved in other LHIN engagement activities.

AMENDMENTS TO TERMS OF REFERENCE

These Terms of Reference will be reviewed after one year, and every two years thereafter and may be amended by the LHIN CEO.

Signature: NSM LHIN PFAC Co-Chairs

Signature: NSM LHIN CEO

Date Approved: _____

Date Revised: _____