



Patient and Family Advisory Council Charter

I. Patient and Family Advisory Council (PFAC) Purpose

A. Mission of Cody Regional Health:

To provide extraordinary healthcare to those we serve by people who care.

B. Cody Regional Health Quality Statement:

Focused on Quality Patient Experiences through Teamwork, Responsiveness, Understanding, Safety and Talent.

C. PFAC Goal

The members of our Patient and Family Advisory Council will be committed to advancing patient and family centered care at Cody Regional Health and work together to resolve challenges at the practice such as access, communication and customer service with the aim of improving and enhancing the care provided to all patient and their families.

D. PFAC Vision

Advance a new face of health care at Cody Regional Health by providing access to patient and family perspectives that will ensure the delivery of high-quality, patient and family centered care.

II. Team

A. Dynamics

1. Minimum of three (3) patients, former patients or family member
2. Maximum of three (3) Cody Regional Health employees

B. Process

1. Meetings

- a. Begin each meeting on time and end on time
- b. Identify the purpose of the meeting
- c. Agree on deliverable
- d. Follow the Code of Conduct:

1. Arrive on time
2. Stick to the agenda
3. 3 knock rule if any team member deviates from the agenda
4. One person speaks at a time
5. No sidebars

2. Problem solving

III. Team Communication and coordination

- A. Electronic and phone communication
- B. There will be a minimum of four (4) meetings per year.

IV. Authority and Accountability

- A. The team is accountability to the Cody Regional Health Senior Leadership
- B. Decision making
 1. By team consensus
 2. Senior Leadership Approval

V. Resources