



Valley Medical Group, PC Patient and Family Advisory Council Charter

VMG Vision: Patients and citizens in our communities will recognize Valley Medical Group as the leading medical practice in our region. We will be recognized for our quality of care (the use of the most up to date and effective delivery of evidence-based medicine) and the quality and consistency of our caring (our attentive, respectful, and compassionate care).

Purpose: The Patient and Family Advisory Council (PFAC) will have an active role in advising VMG on how to improve quality, efficiency, and experience of care enjoyed by patients and their families.

PFAC Officers:

The PFAC two (2) Co-Chairs are the President or his/her designee and the VP for Clinical Operations. Responsibilities of the Co-chairs include:

1. Convene and facilitate meetings efficiently.
2. Set and prioritize agendas with input from the council members.
3. Ensure PFAC abides by the VMG Code of Conduct, Confidentiality Agreement, and the responsibilities set in this charter.
4. Be accountable to the PFAC.

PFAC Member Responsibilities:

Participate in and outside of meetings to identify opportunities for improvement, give feedback, and offer perspectives on organizational activities, programs, and processes,

1. Work effectively with other council members and VMG Staff and Leadership to support a patient and family centered experience,
2. Review materials provided prior to meetings so that each member is prepared to ask questions, contribute ideas, and provide input.
3. Be willing to attend meetings and work on projects or sub-committees up to 2 hours every other month.
4. Adhere to VMG Code of Conduct and Confidentiality Agreements.

PFAC Meetings/Frequency:

1. The committee will meet quarterly on the 4th Monday of the month, starting at 5:30pm and ending at 7:00pm. It is anticipated there will be no meetings in July, August, or December meetings.

2. Meetings will be held remotely by video conferencing (e.g., Zoom) for the convenience of committee members. Members may access meetings by prior arrangement using VMG computer equipment in one of our health centers, unless not permitted by current VMG policy.
3. Meetings may be held in person from time to time as determined by the committee and as permitted by current VMG policy. Dinner will be provided for in person meetings at 5 PM.
4. The Executive Assistant to the CO-Chairs is the point of contact concerning attendance.
5. Patient and Family Advisors (PFA) are expected to attend a minimum of three meetings a year.
6. In addition to quarterly meetings, PFAs may be asked to participate in projects from time to time.

Membership, Selection and Terms:

A VMG patient and/or family member may be nominated by his/her provider, by self-nomination, or that of a family member.

1. Members must be at least 18 years of age.
2. Each PFAC member must have an interest in health care.
3. Each PFAC member must complete an application on-line or on paper.
4. Each PFAC member must complete the VMG orientation process.
5. The Co-Chairs will review applications, select those who will be interviewed, complete interviews and select possible members.
6. The selection process includes:
 - a. Contacting references.
 - b. Completion of a background check with VMG Human Resources Department
 - c. Assure all VMG volunteer requirements are completed in the PFA's secure file.
7. When a PFAC nominee is approved, he/she will be introduced to the PFAC at their next scheduled meeting.
8. PFAs will serve a one-year term and may remain in the position up to 3 years.
9. If a PFA resigns or is unable to complete his or her term, the Co-Chairs may recruit a replacement for the remainder of the former member's term.

Removal of a Member of the Council:

A PFA may be removed at the discretion of the Co-Chairs if any of the following occur:

- a. The PFA no longer is cared for at VMG
- b. The PFA has regular and frequent absences from council meetings without prior notice and is unable to meet the minimum meeting requirements of the PFAC.
- c. The PFA violates the VMG Code of Conduct or Confidentiality Agreement

- d. A PFAC member may resign at any time. The resignation should be submitted in writing to the Co-Chairs.

PFAC Member Participation in Supporting Co-Chairs

A member of the PFAC may offer to support the Co-Chairs with agenda development and minutes for the council meetings. If an interested member steps forward, the Co-Chairs of the council will reach out in advance of each meeting to solicit potential agenda items and other information that might be shared to support the work of the council.

PFAC Reporting:

VMG is a private corporation governed by a Board of Directors. The PFAC recommendations will be shared with the Quality Committee, which in turn reports to the Board of Directors.

1. From time to time, PFAs may be invited to share their recommendations directly to the Board of Directors or to a Board Sub-Committee, remotely by video conferencing or in person, at the discretion of the VP, President.