



Corner Health Center Patient and Family
Advisory Council

Est. 2019

Corner Health Center Mission

The Corner Health Center has a mission to provide judgment-free, high-quality, affordable health services to young people aged 12 through 25.

Patient and Family Advisory Council Mission

The Patient and Family Advisory Council is a mechanism for dialogue between patients, patient families, and medical professionals ensuring that the Corner Health Center provides exemplary patient care.

Patient and Family Advisory Council Charter

Abbreviations

Corner Health Center - CHC

Patient Family and Advisory Council - PFAC

Patient(s) or Family Member(s) - PFM(s)

Goals

- To better the patient experience at CHC, both in terms of medical outcomes and PFM satisfaction
- To make the CHC an even more welcoming place of PFMs
- To help medical professionals more effectively reach patients and deliver care that the community wants
- To make CHC PFMs want to remain part of the CHC community
- To help promote CHC as an important and effective community institution

Membership

1. The PFAC shall consist of ten (10) members, each of whom will serve a one-year term on the Council with a two year option for returning members;
2. At least five (7) of the PFAC members must be patients or family members of patients;
3. At most two (2) of the PFMs can be non-patient parents;
4. At least one (1) of the PFAC members must be between the ages of twelve (12) and seventeen (17) to ensure that the youth voice is represented;
5. It is expected that PFAC members remain motivated, engaged, and committed to CHC's mission;

6. It is expected that members attend all meeting, with the exception of one absence with advance notice provided.

Structure

1. There will be three (3) leadership positions on the PFAC,
 - a. Committee Co-Chairs: The Committee Co-Chairs will be responsible for running each meeting and holding PFAC members accountable to the mission and their goals,
 - i. There should be two (2) Committee Co-Chairs,
 - ii. One (1) Committee Co-Chair should be a patient who is willing to make a significant commitment to the PFAC,
 - iii. One (1) Committee Co-Chair should be a staff member at the Corner Health Center,
 - iv. In the event that either Committee Co-Chair cannot make a PFAC meeting, they shall delegate their responsibilities to another member of the PFAC,
 - v. The patient Committee Co-Chair shall be elected by popular vote amongst the PFAC on the first meeting of every term,
 - vi. The staff Committee Co-Chair is responsible for administering an initial application to select the members of the initial PFAC,
 - vii. The Committee Co-Chairs are also in charge of recruitment for the PFAC and ensuring that a diverse and driven Council will exist in the following term;
 - b. Secretary: The Secretary will take meeting minutes and ensure that the minutes, as well as a general summary of each PFAC meeting, is made available to the general public,
 - i. The Secretary will be a CHC staff member,
 - ii. The Secretary shall be elected by popular vote amongst the PFAC on the first meeting of every term;

Operations

1. The PFAC should meet five (5) times each yearly term;

2. PFAC meetings should occur at the CHC, unless another location is determined to be more accessible by the members that term;
3. At the beginning of each term, the PFAC must establish a term-long calendar for all remaining meetings;
4. At the beginning of each term, the PFAC will be provided with tangible and/or measurable targets from the Quality Improvement (QI) Committee based on Patient Satisfaction survey data to guide the discussion for the yearly term;
5. At the conclusion of each meeting, the PFAC shall publish the Secretary's meeting summary on the PFAC page on the CHC website;
6. In the interest of self-evaluation and improvement, the PFAC shall close each term by reviewing the year and providing the new PFAC will feedback and advice for more effective work;

Charter draft edited by: QI Committee at the Corner Health Center

Industry guidelines and guidance taken from:

- American Academy of Family Physicians (AAFP)
- American Medical Association (AMA)
- Institute for Patient- and Family-Centered Care (IPFCC)
- Johns Hopkins Medicine
- Patient Empowerment Network
- Providence Medical Group
- South Carolina Hospital Association (SCHA)