

Terms of Reference

1.0 Purpose and Scope

- To discuss, develop, implement, review and promote patient/family education, engagement and experience initiatives
- To create guidelines and procedures in collaboration with the Provincial Committee and PHSA Patient Experience Council.
- To advance philosophy, culture, best practices and standards to patient education, engagement and experience
- To advocate for resources that support efficient and effective patient education, engagement and experience
- To become aware of benchmarks and baselines in patient/family education and engagements
- Establish a core set of metrics/benchmarks
- To bring patient experience review to issues at other committees (such as Interdisciplinary Committee, Quality Committee, Ethics Committee)

2.0 Composition

- Patient and family representation from the Okanagan and Interior Health region
- A minimum of two patient or family representatives, ideally a balanced committee of patients and family representatives and BC Cancer staff
- Strive for balance in gender and age representation
- Representation from departments across BC Cancer Kelowna
- When a member leaves the Committee, the leaving member will help identify a replacement
- Membership is for a two-year term and is renewable; terms to be staggered for continuity

3.1 Committee member responsibilities

- All members serve as role model and patient experience champions within centre/program and across BC Cancer and community
- Prepare for meetings and attend
- Communicate to teams items discussed at the Committee
- Encourage and engage employees and patients to bring forward items related to patient education, engagement and experience to Patient Experience Committee members and Chair

- support and contribute to patient and family education, engagement and experience activities within centre/program
- Regularly review metrics around patient and family engagement practices/reports
- Discuss and find solutions

3.2 Chair responsibilities

- Organize and chair meetings and support working groups as needed
- Review membership and TOR annually with committee and revise to ensure ongoing effectiveness and appropriate membership to support the purpose
- Meet with new members to review TOR, responsibilities and expectations.

3.3 Guests

- Guests will be invited to the Committee for specific agenda items
- Core members shall “sponsor” a guest and lead the agenda item with support from the guest

3.4 Reporting

The Committee will report to the Provincial BC Cancer Patient Experience Council and the Regional Senior Leadership

3.5 Quorum

A quorum shall be a majority of the membership with a minimum of two voting patient/family representatives. Decisions will be made by majority vote.

3.6 Meeting frequency

The Committee shall meet the once a month or at the call of the Chair.

3.7 Documentation and Meeting Set up

The maintenance of minutes, agenda and other documentation related to the Committee is the responsibility of the Chair, supported by an Administration Assistant. A timeline will be set for submission of agenda items, using a standard template(s) in order to facilitate the release of agenda package to members.

3.8 Confidentiality

To support their ability to provide well-informed advice committee members may receive confidential information. All members must maintain confidentiality regarding materials and committee discussions.