

## **TERMS OF REFERENCE**

### *Vancouver Regional Patient Experience Council (RPEC)*

#### **PURPOSE**

The purpose of the Vancouver Regional Patient Experience Council (RPEC) is to

- Liaise with the BC Cancer Patient and Family Engagement and Experience Committee and the BC Cancer Patient Education Committee in the development and execution of its strategy;
- Engage with staff, patients and families to understand and improve experience and quality of care, establishing measures of success for Vancouver.
- Develop, implement, review and promote patient experience initiatives, guidelines and procedures in collaboration with the Provincial Committee, and PHSA Patient Experience Council.

#### **COMPOSITION**

- Representation across disciplines, departments, and patient demographics will be sought;
- A minimum of one representative from VC administration (ie. Manager, Regional Centre Services or Manager, Clinical Services);
- A minimum of one patient and one family representative; up to a maximum of 50% of council membership
- Membership commitment is for a minimum of two years

#### **CHAIR RESPONSIBILITIES**

- Organize and chair meetings and support working groups as needed;
- Review membership and TOR annually with RPEC and revise to ensure ongoing effectiveness and appropriate membership to support the purpose;
- Set agenda and call for agenda items;
- Provide an update from the BC Cancer Patient and Family Engagement and Experience Council and the BC Cancer Patient Education Committee; and
- Offer orientation to new patient partners to review terms of reference, responsibilities and expectations. It is acceptable to have two co-chairs for this committee

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#### **MEMBER RESPONSIBILITIES**

- Role model and serve as patient experience champions;
- Meetings: responsibility for preparation, attendance, assigning delegates if absent;
- Communication to programs and teams on decisions and upcoming patient experience initiatives;
- Fully participate in facility design, quality improvement and program development;
- Encourage and engage employees and patients to bring forward items related to patient experience; and
- Support and contribute to the collection of information from programs and teams as needed.

#### **DOCUMENTATION PROTOCOL**

- The maintenance of the minutes, agenda, and other documentation related to the RPEC is the responsibility of the Chair, supported by administrative support;
- Agenda items submitted will include all supporting materials, timelines and purpose.

#### **OPERATIONAL PROTOCOL**

- Meeting frequency: Monthly
- Quorum: 60% of the members must be present at the meeting for any decisions to be made;
- Agenda items will be submitted to the Chair seven days in advance of the meeting;
- Agenda and materials will be circulated five days prior to meeting;
- Minutes, actions and decisions of the meeting are circulated within 15 days following each meeting; and
- All action items will be brought forward at subsequent meetings. The Chair will ensure that follow-up takes place.

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- Maintain group communication on an ongoing basis and as needed through email, phone, and other forums. Committee members are responsible for catching up on what they may have missed.

## **GOVERNANCE AND ACCOUNTABILITY:**

- This Group reports into Regional Operations for Vancouver. The Chair of the Group will be chosen by the RPEC. The Chair is responsible for linking activities, status updates, action plans, etc. to the Senior Director and Regional Medical Director at BC Cancer – Vancouver, along with the BC Cancer Patient Family Engagement and Experience Council.