



Cardiac Family Advisory Council Charter

Purpose

The Cardiac Family Advisory Council (CFAC) is comprised of family members, partners-in-care¹, current and former patients, hospital leaders, and patient-care clinicians. By representing the unique perspectives of community stakeholders, the CFAC serves as a vital collaborative resource for the Heart Institute leadership. The CFAC offers a vehicle for communication between patients, families, and staff as well as a venue for providing input on policies, procedures, facilities, and programs that impact families. The CFAC also serves as a sounding board for family-centered care initiatives and quality improvement efforts within the Heart Institute.

Mission Statement

Our mission is to integrate the patient and family perspective into the vital work of Rady Children's Heart Institute. Through advocacy and collaboration, we will advance the knowledge of, and excellent care for, people with congenital or acquired heart disease.

Responsibilities

The responsibilities of the CFAC include, but are not limited to:

- Generating new ideas and initiatives within the Heart Institute, particularly those which affect patient and family care and services.
- Channeling information, needs, and concerns to staff and administration.
- Focusing on improvements in patient satisfaction, the healing environment, and the quality of health care (both inpatient and outpatient).
- Providing requested feedback to other Councils, subgroups, committees, staff, and administrators.
- Offering staff members opportunities for education on the family experience.
- Advising on the development of communications and educational materials for families.
- Serving in an advisory role to help hospital leadership plan and expand programs, initiatives, facilities, and services.

¹ A Partner-in-Care is defined in Visiting Policy documents as caregivers chosen by the parents/legal guardians based upon their commitment and availability to provide physical and emotional support to the patients.

Reports To

The Cardiac Family Advisory Council (CFAC) shall report monthly to the Family Advisory Council (FAC).

Membership and Council Roles

Membership

The goal is to have a diverse membership, reflective of the community's various ethnic and socio-economic groups, as well as different family structures, diagnoses, and experiences. The CFAC shall consist of 15 family member representatives, although this number may be revised later with a majority vote. Members shall attain volunteer status in accordance with RCHSD procedures.

Prospective members will apply and undergo an initial phone or in-person interview by a current member of the CFAC. All applicants will be voted on (majority vote) by the CFAC at large. Members may be elected to fill open positions on the CFAC as needed throughout the year.

Attendance at all meetings is expected with a maximum of two absences tolerated per year. Members should notify the Chairs or the Administrative Liaison of an anticipated absence. Also, members should be prepared to discuss items in the meeting agenda.

A membership list will be maintained according to the membership categories listed above. This list may be used as the official sign-in sheet of the CFAC and becomes part of the official records.

Leadership

There will be two co-chairs of the Cardiac Family Advisory Council (CFAC). One chair shall be a parent or family member, and the other an RCHSD employee. The parent or family member chair will be elected by the general membership. The desired term of this chair is one year with a max of two one-year terms at a stretch. There will be an election in October of every year to determine the representative who will serve as the family co-chair.

The responsibilities of the co-chairs shall include:

- Setting, determining, or finalizing meeting agenda items, which will be sent out electronically by the Administrative Liaison 5 work days prior to the scheduled meeting.
- Reviewing the minutes (to be taken by Administrative Liaison or other designated person) and ensuring that a working copy of the minutes with action items are distributed to members for review within 3 work days following the monthly meeting.
- Maintaining a list of actions items, which will be distributed to members within 3 work days following the monthly meeting.
- Coordinating committee work and committee progress updates, with the possibility of assistance from a designated Council member.
- Facilitating meetings.
- Leading a periodic review and update of charter, policies, procedures, and membership.

Meeting Frequency and Method

- The CFAC will meet monthly.

- The CFAC shall determine the dates and times of meetings as best suits the needs of its members, with a goal of 10-12 meetings per year. The suggested format is a 90-minute structured meeting.
- Subgroups or specialty work groups will be formed as deemed appropriate, and will set their own meeting times, dates, and agendas, and will report back to the CFAC as directed by the Chairs.
- Interactive and respectful dialogue, debate, education, and discussion among all members is expected.
- The meetings of the CFAC are closed and for members only unless an invitation has been extended to non-members.

Decision-making and Voting Process

All decisions shall be made by consensus or a majority vote of the members present, assuming a quorum has been attained. A quorum shall be achieved by a minimum of 50% of the voting membership. In most cases, only family member attendees will be asked to vote.

A notice of an upcoming vote must be made to the membership a minimum of 3 work days before the scheduled meeting at which the vote will take place. This notification may be accomplished via the sending of the agenda with the specific issue up for a CFAC vote listed as an agenda item.