

UCLA Medical Center, Santa Monica PFAC Advisory Council Charter

Council Name:	UCLA Medical Center, Santa Monica PFAC Advisory Council Charter.
Departments	All UCLA Medical Center, Santa Monica departments.
Purpose	Create the best patient experience by forging partnerships between UCLA Medical Center, Santa Monica and those we serve to foster dialogue, feedback and community engagement.
Frequency	Monthly
Meeting Location	A location within UCLA Medical Center, Santa Monica.
Sponsor(s)	Paul Watkins, Chief Administrative Officer Philip Levin, Chief Medical Officer
Chairperson	Stephanie Hinojosa
Co-Chair	Catherine Penney
Member Requirements	<ol style="list-style-type: none"> 1. Members can be any patient or family member of a patient who has used UCLAMCSM for care. 2. Members agree to fulfill the responsibility of representing all families within UCLAMCSM, putting personal agendas aside. 3. Members must commit to attend monthly 1 ½ hour meetings, scheduled from 5:00 p.m. to 6:30 p.m. one weeknight each month, to be designated by the Council. In the interest of creating cohesion and continued progress, members are encouraged to attend all meetings. Members must commit to not miss more than 2 meetings per calendar year, unless special circumstances apply (i.e. ill family member or personal illness).
Membership Terms	Terms will be one year in length, with the option to renew for all patients/family members who continue to contribute to the Council's goals and objectives. Members wanting to renew for the next year must actively submit their request to the Chairperson within 30 days of the final meeting per calendar year.
Approval Process	Up to 10-15 patients/family members (counted individually, not as a family) that express interest in improving the UCLAMCSM experience for other families will be selected for the Council. The selection process will be based on physician and staff recommendations and interest expressed by the patient/family member/friend.
Meeting Format	Initially the agenda will come from the institution. As the group develops and builds momentum the agenda will be collaboratively designed. The format will be an open discussion and all members are encouraged to briefly share their opinions and information as they relate to the topics within the agenda.

Financial Commitment	Dinner and parking will be provided.
Key Objectives	<ol style="list-style-type: none"> 1. Identify opportunities for process improvement and program development that will benefit patients/family members. 2. Strengthen patient and family centered care through initiatives that provide comfort, information, advocacy tools, new ideas and resources to patients/family members. 3. Improve the quality of care through informative discussions with UCLAMCSM administration and staff. 4. Promote better communication between staff and patients/family members. 5. To be solution oriented, improve clinical outcomes, and increase satisfaction, quality and safety of care. 6. Improve the overall patient/family member experience.
Deliverables	<ol style="list-style-type: none"> 1. Members and administration will work collaboratively on all projects. 2. Administration and staff will invite interested peers to select meetings and will facilitate access to UCLAMCSM departments as needed to gather information/advice/opinions from the Council for the benefit of promoting patient and family centered care. 3. Members agree to communicate with other Council members on special projects s/he has agreed to participate in between monthly meetings to ensure progress. 4. Members will bring new ideas/programs to the administration which promote or improve patient and family centered care. 5. An annual list of initiatives will be provided to UCLAMCSM leadership for review after the first fiscal year meeting. 6. An annual summary will be provided to UCLAMCSM leadership and the Office of the Patient Experience, after the close of the last calendar year meeting.