

PATIENT AND FAMILY/WHANAU-CENTRED CARE INTERIM COUNCIL TERMS OF REFERENCE

Date Issued:	August 2014
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Responsibility:	Chief Operating Officer
Authorised By:	Clinical Board
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Purpose

1. To increase consumer participation within Hospital and Specialist Services in order to:
 - Improve quality, safety and experience of care.
 - Improve health and equity for all populations
 - Provide best value from public health system resources.
2. To establish a structure and sustainable mechanisms to enable Taranaki DHB to meet the vision of promoting patient/consumer and provider partnerships in order to improve health quality and safety.
3. To identify current good practices of patient/consumer participation and collaboration at individual clinician, service and governance levels within the organisation.
4. To develop and implement an annual work plan that aligns with the “People Experience” goals of Taranaki DHB Quality and Risk Strategic Plan 2012-15.

Definitions

Patient-Centred Care: Taranaki DHB promotes patient/consumer and provider partnerships in order to improve health quality and safety.

Four concepts underpin Patient and Family/Whanau-Centred Care:

- People are treated with respect and dignity
- Health care providers communicate and share complete and unbiased information with patients/consumers and families/whanau in ways that are affirming and useful
- Patients/consumers and families/whanau are encouraged and supported in participating in care and decision-making at the level they choose
- Collaboration among patients/consumers, families/whanau and providers occurs in policy and programme development and professional education, as well as delivery of care

Consumer: It is acknowledged that different services and health professionals use different terminology. The words patient/consumer in relation to this document is used to describe patient, client, consumer and service user.

Terms of Reference

The role of the council is integral to the success of the patient and family/whanau- centred programme.

Responsibilities include:

- Initiating the patient and family/whanau- centred programme in Hospital and Specialist Services.
- Choosing, prioritising and reviewing the areas of focus.
- Establishing and supporting project teams and working groups
- Ensuring the Clinical Board/COO is regularly briefed on progress and issues
- Providing oversight and guiding projects to successful completion
- Providing advice and direction to the project leads
- Leading, motivating and supporting project leads
- Monitoring progress of the project work
- Communicating progress and enhancing liaison
- Approving project changes
- Approving all versions of reports prior to their distribution to the wider stakeholder group

Chairperson

Elected by the Council for a 12 month term

If the Chairperson is unavailable at any meeting, the members present shall appoint an Acting Chairperson for that meeting.

Membership

Name	Role
Danny Ball	Clinical Board Consumer Rep/Process Projects Manager, Fonterra.
Mary Bird	Service Improvement Advisor, H & SS
Rosemary Clements	Chief Operating Officer, Chief Nursing Advisor, H & SS
Brian Eriksen	Taranaki Disability Information Centre (TDIC) Manager
Jane Gubb	Clinical Nurse Manager, H & SS
Anne Kemp	Quality/Risk Manager, TDHB
Nic Magrath	Mental Health and Addictions Service Advisor, H & SS
Channa Perry	Service Manager, Population Health, TDHB Funding and Planning.
Jennie Rae	Mental Health and Addictions Service Coordinator/RN, H & SS
Ngamata Skipper	Team leader-Maori Responsiveness, TDHB
Richard Smiley	Paediatrician, H & SS

Co-opting Power

The Committee/Meeting shall have the power to co-opt consumers and members of staff as required.

Quorum

A quorum shall consist of not less than half of the members. This must include a minimum of one consumer representative.

Meeting Time Frame

Monthly, for 12 months.

Conflict of Interest

To be declared when a potential conflict exists with an agenda item. The Committee will determine the appropriate response.

Reporting Relationship

Clinical Board

Minute Circulation

Chair Clinical Board

Chief Operating Officer, Hospital and Specialist Services

Chief Advisor, Maori Health

General Manager, Funding and Planning