

COPPER QUEEN COMMUNITY HOSPITAL
PATIENT-CENTERED CARE STEERING TEAM

CHARTER

MISSION

The mission of Copper Queen Community Hospital (CQCH) Patient and the Patient-Centered Care Steering Team is to promote our philosophy of patient- and family-centered care. The Patient-Centered Care Steering Team serves as an advisory resource to the hospital in the development of programs and policies that assure we maintain a strong focus on patient-centered care.

OUR PURPOSE

The Patient-Centered Care Steering Team is a multi-disciplinary committee that oversees and assists with planning, implementing, monitoring, and maintaining person-centered practices at Copper Queen Community Hospital. Members represent diverse functional roles and viewpoints, including patients, community residents, family members, as well as hospital leadership and staff. Members are asked to provide feedback on their experiences as a patient/family member and help plan changes to improve how we care for patients, while providing a voice that represents all patients and families of patients who receive care at Copper Queen Community Hospital.

OUR GOALS

- Offer insight and recommendations for improving quality, service, safety, education and patient and family satisfaction and loyalty based on personal experiences
- Serve as a conduit for receiving and responding to patient and community input and channeling information, needs and concerns to key stakeholders within the hospital
- Enhance the relationship between our hospital, patients/families and the community to emulate best practices for the patient experience
- Serve as ambassadors of good will within and outside of Copper Queen Community Hospital

MEMBERSHIP

The Patient-Centered Care Steering Team maintains a committee of seven patients, families, and community members representing a cross-section of Copper Queen Community Hospital's service area. Recruiting and membership structure: including qualifications, criteria, selection, retention, terms of service and duties and election of officers, is determined and reviewed annually by the Co-Chairs, and Selection Committee. At least 80% of the Patient-Centered Care Steering Team members are comprised of current or former patients or family members and representatives of the community CQCH serves. Members will serve rolling two-year terms. Several CQCH staff members, including the Chief Nursing Officer, serve on the Patient-Centered Care Steering Team.

The criteria for membership:

- Promote philosophy of patient-centered care

- Serve as an advisory resource to the hospital regarding the development of programs and policies to maintain a strong focus on patient-centered care
- Identify needs and priorities of patient population, beyond and inclusive of our own experience
- Offer recommendations to leadership for future programs, services and policies promoting patient-centered care
- Represent diversity of the Hospital's community
- Interest in addressing healthcare challenges and patients' needs
- Exercise confidentiality and discretion with respect to personal or confidential information shared at meetings and comply with CQCH HIPAA policy
- Serve on a Patient-Centered Care Steering Team subcommittee at the direction of the council, with the potential of serving on a hospital committee as well
- Provide update of committee progress at regular meetings or submit written updates if not in attendance
- Attend Volunteer Orientation within first 3 months
- Commit to at least one year of service, renewable at discretion of PFPC

Patient-Centered Care Steering Team members wishing to resign may do so at any time providing a written notice of resignation to the co-chairs. Resigning members may choose to stay on as members-at-large, at the discretion of the co-chairs. Members-at-large will continue to receive communications and invitations to attend meetings for a period of one year but are not required to participate in committees or subcommittees. They may not vote. At the end of the year, Patient-Centered Care Steering Team co-chairs with hospital representatives will determine extending if the member has been actively involved in a committee.

Patient-Centered Care Steering Team members absent from four meetings in succession, unless extenuating circumstances are identified to co-chairs (e.g. illness, travel), are automatically terminated. Regular and timely meeting attendance-members will be considered active unless 2 meetings are missed in a 6-month period, anticipated 6 meetings per year lasting 1-2 hours. A Patient-Centered Care Steering Team member may be asked to resign at the discretion of the council chairs and hospital liaisons.

Vacancy caused by a member resignation or removal will be filled at any time, as recommended by the Membership Committee of the Patient-Centered Care Steering Team.

PATIENT-CENTERED CARE STEERING TEAM LEADERSHIP

Patient-Centered Care Steering Team co-chairs are elected by the membership. They will serve staggered two-year terms. They will be responsible for the planning of monthly meetings, organizing and distributing monthly agenda, ensuring the meeting minutes are kept and distributed to council members, facilitating meetings, gathering feedback on services, policies and programs of the hospital. If a co-chair is voted in on their 2nd (second) year, they may extend their membership an additional year to maintain the leadership role.

COPPER QUEEN COMMUNITY HOSPITAL STAFF LIAISONS

Two to four hospital staff will serve on the Patient-Centered Care Steering Team and serve as conduits to hospital administrations and other departments. They will provide recommendations for

presentations and provide access to stakeholders as needed for the Patient-Centered Care Steering Team to perform their mission and goals. Providing information regarding the annual strategies and planning formed through the executive staff and board membership, Patient-Centered Care Steering Team's liaison stakeholders will help to formulate the initiatives, projects and goals for the Patient-Centered Care Steering Team.

CONFIDENTIALITY STATEMENT

Out of respect to fellow council members and to comply with Copper Queen Community Hospital's HIPAA and privacy practices, the discussion of any information deemed personal or confidential cannot take place outside of a council meeting or any hospital committee meetings.

GUIDELINES OF AUTHORITY

The Patient-Centered Care Steering Team is endorsed by the administration of Copper Queen Community Hospital. The training, support and administrative oversight of this program will come through Copper Queen Community Hospital Administration.