

ICSI Patient Advisory Council Charter

Purpose

The Patient Advisory Council (PAC) helps to bring the patient voice to all ICSI products, initiatives and projects. By providing patient feedback and recommendations, the PAC provides advice on patient and family-centered care elements vital to providing care. PAC is a venue for patients to provide views on their health care experiences and expectations of the health care system. PAC is an invaluable resource of patient stories demonstrating excellence and opportunity for improvement. ICSI works collaboratively with PAC members to support attainment of organizational goals, and engagement in healthcare as patients, families, and community members.

Structure and Authority

- The PAC and ICSI work in partnership. The PAC will report to the ICSI PAC Staff Committee
- The ICSI PAC Staff Committee will be made up of a Director, Project Manager, Coordinator, Marketing & Communications Specialist, and an Administrative Assistant as determined by ICSI
- The ICSI staff will provide updates to ICSI leadership on the PAC's activities and recommendations

Membership

- Composition: 10-18 patient members that meet recruitment criteria (below)
- Consideration will be made to maintain a diverse PAC representing our diverse patient population
- Commitment to serve for two years with potential for 1 renewal term of 2 years for a total of 4 years of participation
- Upon completion of term, members may potentially transition to Ad hoc PAC membership upon ICSI approval
- Members will be asked to reconsider (resign) their membership if attendance is half or less of the 6 annually scheduled meetings. Members who are unable to meet this requirement may be asked by ICSI to consider joining the Ad hoc PAC group.

Meetings

- Up to 6 scheduled meetings per year
- Attend and actively participate in 70% of the meetings annually (4 of 6 meetings)
- Members will notify ICSI staff when unable to attend
- Meetings will last duration of up to three (3) hours.
- A meeting schedule will be established and posted on the ICSI calendar and sent to PAC members Annually a meeting survey will be conducted of PAC members and ICSI staff supporting PAC to determine the 6 meetings annually to remove barriers to

attend (scheduling considerations shall include, frequency, day of week, and time of day).

- Attendance at meetings is preferred in-person, however conference call-in option is acceptable and both shall count as attendance at the meeting

Terms of Appointment

- PAC members will be recruited from ICSI member organizations, sponsoring health plans and other key stakeholders (ie: Buyers Health Care Action Group, community groups, employer groups etc) in Minnesota. These organizations can recommend potential participants as well as post the electronic application on their website.
- Nominees will be screened by the ICSI Staff of PAC using an application process (screening can take place via phone but it is preferable to meet with the nominee in person)
- Confidentiality Statement: All PAC members must adhere to this confidentiality statement. As a PAC member I will not discuss or disclose any personal or confidential information about patients, staff or ICSI with anyone other than PAC members or ICSI staff. Any materials containing such information must be handled carefully to protect the right of the patient and or ICSI. Confidentiality is important therefore all members must take it seriously to avoid potential harm
- Conflict of Interest (COI): Policy: Related that the PAC members will provide feedback and comments to work groups and scientific document review committees we are requiring the COI. The Institute for Clinical Systems Improvement (ICSI) requires the disclosure of all real or potential conflicts and competing interests by everyone who serves on Work Groups and Review Committees charged with developing and approving Scientific Documents. The disclosure shall be made annually or if a change in personal circumstances causes the previously submitted disclosure to be no longer accurate. If a person is uncertain whether a conflict of interest exists, it is far better to err on the side of disclosure in all cases.
- PAC members should represent a variety of clinical and personal experiences, reflecting the diversity in the member organizations (socioeconomic, cultural, age, geographic location etc) and communities
- Adult, 18 years or older. Children and adolescents, caregivers and family will be recruited as needed for specific ICSI identified needs for patient feedback.
- Must live within the ICSI service region

Responsibilities, Qualities and Skills of PAC Member:*Members must be comfortable doing the following:

- Listening to differing opinions and sharing different points of view
- Being positive and supportive of ICSI
- Speaking comfortably and candidly in a group
- Using personal or family experience constructively
- Sharing personal experiences, insights and information about how health care organizations can be more patient and family-centered
- Productively and collaboratively work with people whose background, experience, and style may be very different from their own
- Providing opinions about specific topics in health care
- Respecting others perspectives
- Demonstrating problem-solving skills, and the seeking of solutions

- Garnering information from other patients/friends/colleagues that may be applicable to a topic being discussed
- Be able to utilize PAC criteria to evaluate products, projects and initiatives
- Perform outside reading, responding to emails etc.
- Track your individual PAC activities to share with ICSI staff
- Present/speak at conferences
- Develop video recordings of patient perspectives and stories
- Report to ICSI Board and Senior Leadership Team as requested
- Participating on specific ad hoc ICSI projects or committees will be at the discretion of ICSI. This is often dependent on member availability, topic, age requirements specific to project, relevant health care story, comfort with speaking to a group or willingness to be videotaped (photography/video release form must be signed) Reporting from the projects or committees back to the PAC will be required

Compensation:

- ICSI will offer to pay a stipend (\$50 per meeting) to participants attending each meeting after its completion
- Participants will be required to complete a W-9 for reimbursement
- In 2016, ICSI will reimburse mileage for those who are traveling outside of the seven county Metro areas: Anoka, Carver, Dakota, Hennepin, Ramsey, Washington and Scott Counties. Each time mileage is claimed each participant must complete a mileage reimbursement form. This is done per meeting.

Orientation of PAC Members:

- An introduction to ICSI which will include mission, products, and strategic initiatives will be completed upon acceptance to PAC
- Introduction to specific topics will be provided as identified by ICSI
- ICSI will notify PAC members of required documentation review

PAC Seal of Approval

The seal signifies that the bearer has been reviewed by and meets the standards of the ICSI Patient Advisory Council (PAC). The ICSI PAC champions patient and family-centered care, increased awareness of the patient/family perspective and utilization of shared decision making between clinicians and patients, families, and/or caregivers.

- The PAC will review applications for the PAC Seal of Approval as requested by ICSI.
 - Prior to the meeting the application information will be sent to PAC members for review of examples of how the criteria were met
 - The meeting will provide time for a presentation by the applicant as well as discussion time regarding how the applicant met or did not meet the requirements, opportunities for improvement suggestions will be gathered from the PAC
 - A quorum shall consist of 70% of PAC Membership voting for approval. If there is less than a quorum, the members present will be asked to vote and those absent will be asked to submit their vote via email. The application will be returned with recommendations for improvement and either an approval or a declination

Ad hoc Membership

- PAC members, who cannot regularly attend meetings, may opt with ICSI approval to be part of a reserve of patients who may be approached for singular exercises or committee service. They are referred to as PAC-Ad hoc members in the ICSI database
- PAC-Ad hoc members include individuals who serve on ICSI committees, initiatives, guidelines and who have been former members of the PAC
- Ad hoc members may be asked to provide feedback from patient perspective, patient voice, participate in focus groups and provide feedback on a variety of topics that include but are not limited to:
 - ICSI patient website
 - Patient care experience
 - Patient engagement
 - Clinician / patient collaboration
 - Shared decision making
 - E-health and other alternative care delivery option