Patient and Family Advisory Council Charter

**Purpose:** To improve the patient and family experience at Saint Luke’s Hospital through open and respectful dialogue with patients and family members, ensuring their voices are heard and their influence is felt in a meaningful way.

**Mission:** To provide an avenue for patients, families, and the community to collaborate with Saint Luke’s Hospital to enhance the patient care experience and promote quality, effective health care in a safe environment.

**Patient and Family Advisory Council Functions:** Council members work together in an advisory role to promote principles of patient-centered care through:

- Evaluation of current and proposed services and programs.
- Collaboration with Saint Luke’s leadership to improve the safety and quality of care provided to patients.
- Promotion of Saint Luke’s Hospital in the community.

**Membership:** The Council consists of patients and/or family members who have received care at Saint Luke’s Hospital and staff from diverse areas of the hospital, including but not limited to, the chief nursing officer or nursing management designee, and a representative from Quality/Performance Improvement. Additional staff members will participate with the Council based on topic/need.

**Expectations:** Council members will:

- Utilize their experience as a customer of Saint Luke’s Hospital to advise/collaborate on improvement activities.
- Be respectful of each other and value the opinions and diversity of the members.
- Display a willingness to learn/teach and the ability to work positively and proactively.

**Logistics:** The Council will commit to quarterly meetings for 1½ hours unless determined by the Council that additional or reduced number of meetings is necessary based on Council needs and tasks. The Patient Relations program director will be the liaison between Council members and Saint Luke’s.