

Patient & Family Representative Participation/Membership Policy

Effective Date: June 2021

Last Review Date: June 2021

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Patient & Family Representative attendance at regularly scheduled facility's Quality Assurance and Performance Improvement (QAPI) meetings.

MEETING SCHEDULE

QAPI meetings are scheduled once every month, twelve (12) meetings per year. The goal is for facilities to have, at all times, active participation of at least two patients and/or family member representatives in the monthly QAPI meetings. You may alternate monthly participation with other representatives.

STANDARDS FOR ATTENDANCE

Primary method of participation in meetings will be in-person but phone conference and Zoom meetings will also be made available. To better serve in your role of Patient & Family Representatives you should regularly attend scheduled QAPI meetings.

- You are expected to notify facility staff of meetings you know you will miss or attend.
- If you are having difficulties attending scheduled meetings address these with your facility's QAPI team. The staff may be able to assist you with options.
- If you do not wish to continue your participation, please notify the facility so they may recruit someone else.
- Ongoing lack of participation in scheduled QAPI meetings or violation of the Do's and Don'ts (below) may lead to formal removal from your role as Patient & Family Representative. The facility will provide you with written notification informing of your completion of tenure.

To ensure positive and productive discussion between the Patient & Family Representatives and the interdisciplinary team during the QAPI meetings there must be a common understanding of some basic ground rules. All participants must abide by these rules when engaged in QAPI meetings and discussions:

DO

- ✓ Come prepared
- ✓ Respect all members as equal partners in decision-making
- ✓ Keep each other informed
- ✓ Treat each other with respect, regardless of title
- ✓ Always listen to each other
- ✓ Respect each other's time
- ✓ Value diverse opinions
- ✓ Participate
- ✓ Give constructive feedback
- ✓ Learn from each other
- ✓ Give genuine thanks

DON'T

- × Think your priorities are all that matter
 - × Get emotional
 - × Engage in arguments
 - × Engage in finger pointing or blaming
 - × Be defensive when you are given feedback
 - × Interrupt each other
 - × Be negative
 - × Be distracted by your phone, etc.
 - × Discuss patient specific information
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