

# Winnipeg Health Region Emergency Department Patient Advisory Council

## Terms of Reference

### Purpose

The *Emergency Department Patient Advisory Council* is a group of people with experience using Emergency Department services in the Winnipeg Health Region. Council members share an interest in collaborating to improve patient experience and care in the region.

The purpose of the *Emergency Department Patient Advisory Council* is to:

- advise the Winnipeg Health Region on the design, delivery, improvement, and evaluation of Emergency Department services in the Region,
- enhance the patient experience,
- improve quality and integration and
- involve the public.

### Roles and Responsibilities

- Council members collaborate with the Winnipeg Health Region to improve patient experience and care.
- Council members bring patient, family and public perspectives to the issues discussed.
- Council members are volunteers whose role is **advisory** in nature. An Advisor collaborates with the Winnipeg Health Region to improve patient experience and processes. Advisors are open to a variety of approaches and solutions.
- This role is not advocacy. An Advocate seeks to ensure a particular outcome.
- Members are expected to attend six meetings per year. Additional meetings may be called by the chairs.
- New Council members receive an orientation package and are required to attend an orientation session where they will learn about their role and the support they will receive.
- Council members are required to complete a Personal Health Information Act Pledge and Corporate Confidentiality form.

### Membership

- The *Emergency Department Patient Advisory Council* is comprised of 10-12 members of the public.
- Members receive appointment to the Council for three years. Members may not serve consecutive terms.
- The council will be co-chaired by the WRHA ED Program Director and a member of the committee to be appointed.

**Application and Appointment Process**

Applications are accepted from the public for participation in the *Emergency Department Patient Advisory Council*. Members represent various social, cultural, geographic and other demographic backgrounds. Members are to have had experience using Emergency Department services in Winnipeg. The Winnipeg Health Region President and CEO appoints members once they are screened and available to the Council.

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