

## University of Toronto Family Medicine Patient Advisory Committee

### Terms of Reference

#### **What is this document about?**

A Term of Reference summarizes the ways in which a group of people agree to work together to reach common goals. The purpose of this document is to create a set of expectations and explain people's roles.

#### **About the Department of Family and Community Medicine**

At the [Department of Family and Community Medicine](#), our [staff physicians](#) support the training of residents who will become future family physicians. Much of the training happens at one of our [15 teaching clinics](#). Training also happens in community family physician offices in the Greater Toronto Area and beyond. Our goal is to provide excellent education to our residents while also delivering high-quality care to patients in our clinics. Many of our staff physicians work in research and activities that to improve how we teach and how family medicine care is delivered. The department works with partners in Ontario, Canada and around the world.

\*\* A resident is a medical doctor who has completed medical school and is certified to practice medicine. Family Medicine Residents are completing training and are supervised by a staff physician. Staff physicians are considered an expert in their field of medicine and are teachers with the Medical program. [Learn more by reviewing patient resources on our website.](#)

#### **Role of the Patient Advisory Committee**

The University of Toronto Family Medicine Patient Advisory Committee will bring a patient perspective into the work of our department. Our goal is to train residents (future family physicians) and provide high-quality care to patients.

The committee members receive care at one of our department's teaching clinics and come from a wide variety of backgrounds. We prefer members should not represent a particular group or viewpoint but share their own experience while also considering the needs of others.

Committee members will be asked to provide advice on a variety of topics connected to DFCM programs with a focus on:

[Improving the quality of care](#) delivered in family medicine.

Examples include

- guiding questions, we should ask in our patient experience survey
- helping us interpret results of our experience survey
- providing feedback on new projects that aim to better care

#### **[Education of family medicine residents](#)**

Residents are physicians who have completed medical school but are doing extra training to qualify as family physicians.

Examples include

- helping us communicate to patients the role of the resident
- providing feedback on curriculum
- providing advice on how we give feedback residents.

[Please learn more about our programs by reviewing the orientation manual program.](#)

## **Membership**

Members of the committee will include:

- 16 patient partners representing patient at the University of Toronto clinics
- 1 facilitator: the patient engagement specialist
- 2 DFCM staff: administrative and program manager
- 2 DFCM senior leaders: DFCM Senior Leaders representing Patient Partnerships and Quality Improvement
- 1 resident doctor

All members are expected to:

- Participate in a minimum of 4 of 6 meetings per year of 1.5 hours each
- Inform the co-chairs if they will miss a meeting or can no longer participate
- Review [patient experience survey questions, feedback and make recommendations](#)
- Provide input on topics related to patient care and family physician education
- Provide the patient perspective on topics, issues and initiatives connected to department work

We encourage members to attend in-person meetings, workshops and events however, participation outside of virtual PFAC meetings is not obligatory.

Co-chairs are expected to:

- Assist in setting the agenda and sharing it 1 week in advance with members
- Co-lead and facilitate meetings
- Ensure all members have equal opportunity to participate
- Distribute relevant materials in advance or after meetings

Membership Terms:

Members are asked to participate for a minimum of 2 years, from September 1, 2024, to August 31, 2026. Members will have the option to participate as a UofT Family Medicine PAC alumnus (term referring to past members) after serving two terms.

## **Reimbursement and compensation**

Patient partners will be provided \$50/meeting after each meeting. Please review the [DFCM compensation policies](#) for more details and let us know if you need any supports or accommodations.

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### **Ways of working and group rules:**

- The committee will meet a minimum of 6 times a year
- Meetings will be held virtually and will be 1.5 hours in length
- Topics for the agenda will be shared with members before each meeting
- Non-members will be invited to group meetings to explore topics with members or provide information about work to member. Requests for non-members to observe meetings will need to be approved by members prior to the meeting.
- Sharing of information, resources, and meeting materials such as minutes will be sent by email
- The committee members will communicate directly with the Patient and Family Engagement Specialist who is responsible for listening to and working with the committee.
- Every group member has a right to privacy. Personal stories shared within committee meetings should be kept private and not shared outside the group. Stories may be shared if consent is given by the person sharing the story.

### **Resources for members**

[DFCM patient partner orientation manual](#)

[Glossary Of Health Care Terms](#)

[Getting Involved In Quality Improvement](#)

[Tips For How To Be An Effective Patient Advisor](#)

[How To Share Your Story](#)

[How to Communicate Effectively on an Advisory Panel](#)

[Healthcare in Canada](#)