BY-LAWS

PATIENT AND FAMILY
ADVISORY COUNCIL (PFAC)
Cancer Services at
UC San Diego Health
Final Draft Revisions 3/2019

NAME AND PURPOSE

1. Name:

   • Patient and Family Advisory Council (PFAC) for Cancer Services at UC San Diego Health.

2. Purpose:

   • Provide a forum for the discussion on whole patient care and make recommendations as it relates to:
     • Excellence in clinical patient care
     • Clinical care delivery process
     • Patient experience throughout his/her cancer care
     • Attention to the emotional and spiritual aspect of cancer care
     • Increasing awareness via numerous communication media of programs and services available to MCC patients, their loved ones and the community.
   • Share patients, loved ones, community, volunteers and employee perspectives on whole patient care with the Leadership of Cancer Services at UC San Diego Health.
   • Participate in cancer education programs and quality improvement projects.
   • Facilitate the identification and recognition of excellence for staff, faculty and volunteers.

3. The principal office and all permanent records of the PFAC will be located at Cancer Services at UC San Diego Health – La Jolla, CA, Moores Cancer Center (MCC).
CONDUCT OF MEETINGS

1. Regular meetings of the PFAC will be held at MCC, from July 1 through June 30 of each fiscal year. There will be a minimum of eight (8) meetings each fiscal year.

2. Additional PFAC-related meetings and/or events at Cancer Services at UC San Diego Health may occur throughout the year for which members will be expected to attend.

3. The Community and Staff Chairs will co-chair the PFAC meetings and perform such duties as required by the By-laws. The two (2) Chairs will work closely together and with other PFAC Executive, Standing and Initiative Committee members, as appropriate.

4. Special meetings may be called at any time by either the Community or Staff Chair or by written request of any three (3) members or by the Leadership for Cancer Services at UC San Diego Health with at least five (5) business days' notice to each member.

5. The conduct of the PFAC meetings and taking of the minutes will be according to Robert's Rules of Order. The agenda of the meeting will govern the order of business.

6. (A) No business will be considered by the PFAC unless a quorum of fifty percent (50%) of the members, plus one, is present. If this quorum is not present, the only motion the Chairs will entertain is a motion to adjourn.

(B) The PFAC may act without a formal meeting if the subject of the action is discussed with individual PFAC members by both the Staff and Community Chairs and consent to the action is obtained from two-thirds (2/3) of the roster of members. Consent can be obtained through email. Such action, including a record of the vote, will be included in the subsequent regular PFAC meeting minutes and verified by the PFAC Administrative Assistant as part of those minutes.

7. A PFAC member who has a conflict of interest in the business of the PFAC will not vote on such business, with the abstention duly recorded.

8. Actions recommended by a vote of the PFAC will be submitted to the Leadership for Cancer Services at UC San Diego Health serving on the PFAC in a non-chair position. The PFAC minutes are an appropriate vehicle for communication and follow-up of action items.
MEMBERSHIP

1. (A) To serve on the PFAC, patients, loved ones or caregivers must have a history of receiving care at MCC. Patients must be through with their active, initial cancer treatment for at least six (6) months to one (1) year. They must be able to use their own individual cancer experience in an objective way so that they can ask questions and offer a perspective that could be applicable to many patients living with cancer and their loved ones. They must possess good listening skills and be able to work collaboratively with others.

(B) If a patient’s cancer recurs during their PFAC tenure, a leave of absence may be discussed with the PFAC Executive Committee.

2. PFAC members must attend at least six (6) PFAC meetings and serve on at least one (1) PFAC standing or initiative committee.

3. The PFAC membership will manage and control the affairs of the PFAC. Community members and the Community Chair will serve without compensation.

4. Fifteen-twenty (15-20) Community members including patients and loved ones or caregivers at various locations of Cancer Services at UC San Diego Health.

5. The PFAC will have ten-fourteen (10-14) Staff members in departments throughout various locations of Cancer Services at UC San Diego Health. Examples of various departments include, but are not limited to:
   - Patient Experience
   - Clinical Operations
   - Infusion Center
   - Radiation Oncology
   - Bone Marrow Transplant
   - Clinical Trials
   - Social Work
   - Psychiatry/Psychology/Palliative Care
   - Administration
   - Patient Navigation
   - Volunteerism
   - Nursing

6. Prospective members who are through with their active, initial cancer treatment for at least six (6) months to one (1) year can be recommended by their primary oncologist who is affiliated with Cancer Services at UC San Diego Health with the patient’s or loved one’s permission or can be
Prospective members will be asked to complete a membership application. The PFAC Executive Committee will review and approve names of recommended new members and have discretion to approve/disapprove names prior to recommendations to the Membership Standing Committee. The Membership Standing Committee will review each application and make a recommendation to the full Council. The goal of new member selection will be to create a diverse membership in terms of cultural, socioeconomic, cancer diagnosis and treatment. New members will be voted in by a majority vote from the Council.

7. Community Members will be required to sign a confidentiality document including information on HIPAA. The PFAC Administrative Assistant will be responsible for ensuring that all confidentiality documents are signed, scanned and stored electronically. Note: Staff Members will have already signed such agreements because they are required when they became employed by Cancer Services at UC San Diego Health.

8. The Immediate Past Community Chair is a member of the PFAC and the PFAC Executive Committee for two (2) years.

OFFICERS

1. The PFAC officers include the Community Chair, Immediate Past Community Chair, Secretary, Staff Chair, Chief Administrative Officer or designee, Physician-in-Chief or designee, Patient Experience Specialist and the Incoming Community Chair.

2. The Chief Administrative Officer (CAO) of Cancer Services at UC San Diego Health, in conjunction with the Physician-in-Chief or their designee will appoint the Staff Chair.

3. A PFAC Administrative Assistant will be assigned to support the PFAC.

4. The Community and Staff Chair shall attend all PFAC meetings and will be an ex-officio member on all PFAC standing and initiative committees.

5. The PFAC Administrative Assistant will record and keep a copy of the:
   - By-laws and all amendments
   - Record of all meeting notices
   - Minutes of all PFAC meetings
   - PFAC Directory which includes both Community and Staff Members. Community Members will provide their name, email address, preferred telephone number and acknowledgement of signed confidentiality including information on HIPAA. Staff members will provide their name, department, email address and preferred telephone number.
   - Record of PFAC meeting attendance for all members
   - Other documents, as needed
TERMS OF OFFICE

1. The PFAC will operate from July 1 to June 30 of each fiscal year.

2. The term of each Community member will begin in the month after the PFAC approved his/her membership. The newly elected Community Chair will commence his/her two (2) year term on July 1 of the fiscal year.

3. A Community member will be elected to serve a three (3) year term with the possibility of extending their active involvement on PFAC based on the recommendation of the PFAC Executive Committee. The PFAC time extension will be determined on an individual basis. If a PFAC member is elected as the Community Chair in his/her third year of membership, the term will automatically be extended for one (1) year.

4. If a PFAC Officer resigns, is removed or is otherwise disqualified to serve. The election of the new PFAC Officer will be for two (2) years. If the PFAC Officer is replaced and there is one (1) year or less left in the term, that person may run for a term of two (2) years at the next election.

5. Staff and Community Members are required to attend six (6) meetings a year and all members are responsible for notifying the PFAC Administrative Assistant of an impending absence prior to any committee or PFAC meeting.

6. Any Staff or Community member who does not attend six (6) meetings a year may be considered for removal at the request of the PFAC Executive Committee, unless other arrangements have been made with the Staff and Community Chair.

7. Any Staff or Community member may request a leave of absence at any time during their term. A leave of absence should be considered when circumstances require that the member be absent from regular meetings.

NOMINATIONS AND ELECTIONS

1. The election of Community Officers will be by written ballot at the regularly scheduled March PFAC meeting every two (2) years. A majority of votes will determine the election.
2. Persons nominated either for PFAC membership or as PFAC Community Officers must have agreed to serve, if elected. Community Members must have served at least one (1) year on the PFAC to be eligible for the Community Chair nomination.

3. In the event of the resignation or removal of a Community Officer, the PFAC will nominate at least one (1) qualified person for that office. Election for that office will be held at the next regularly scheduled PFAC meeting.

PFAC STANDING COMMITTEES

1. The PFAC Executive Committee will consist of the Chief Administrative Officer or Designee, Physician-in-Chief or Designee, Patient Experience Specialist, Current Community Chair, Secretary and the Immediate Past Community Chair. The Incoming Community Chair may attend PFAC Executive Committee meetings after his/her election as a non-voting member, until they assume the Community Chair position.

2. The Membership Committee will be responsible for reviewing and making recommendations on new member applications. The process includes reviewing new member applications after receiving the approval from the PFAC Executive Committee; meeting with the prospective new member; inviting the prospective new member as a guest to a PFAC meeting; making their recommendation to the Council and introducing the new member at the next regularly scheduled PFAC meeting.

3. The Administrative Communications Committee will be responsible for communicating the existence and role of the PFAC to various cancer service locations at UC San Diego Health, and the community. Their ongoing focus will be on the PFAC webpage and communication with/between the PFAC. They are not responsible for correcting errors that appear on the UC San Diego Health webpages that are cancer care-specific. Any errors will be reported via the We Listen Line.

4. The Medal of Excellence Committee will be responsible for reviewing the annual employee service excellence award applications and make an award designee recommendation to the Council. The PFAC Executive Committee will review the recommendation and inform the proposed honoree's supervisor of the pending award. After the honoree is awarded the Medal of Excellence, he/she will be
invited to the next regularly scheduled PFAC meeting to be honored.

5. The PFAC will establish committees on an *ad hoc* basis to address either broad or specific concerns of the PFAC.

6. Each committee will be given a clearly written charge by the Council. They will establish their own agenda in terms of the specific goals to be accomplished by the Committee on behalf of the PFAC. These goals will include the development of proposals for PFAC consideration and action, when appropriate. Each committee will report to the PFAC on its progress toward these goals, at appropriate intervals.

7. Guests attending a regular PFAC meeting or a PFAC committee meeting may do so at the discretion of the PFAC Executive Committee. They may participate in discussions but may not vote on actions to be taken.

BYLAWS

1. The By-laws will govern the affairs of the PFAC.

2. These By-laws may be amended or repealed upon seven (7) days written notice of the proposed changes by a quorum of the members present at a regular PFAC meeting.

3. Suggestions for amendments to the By-laws will be submitted to the PFAC Executive Committee for review and approval seven (7) days prior to their regular meeting. After such review and approval, the PFAC Executive Committee will place such By-law amendments on the agenda for membership review and approval at the next PFAC meeting.

4. The effective date of the By-laws will be their PFAC approval date.

5. Changes to the policies and procedures regarding the operations of the PFAC may be established by the PFAC, as needed.

6. PFAC Members will be provided a copy of the By-laws upon joining the Council.
APPROVED BY:

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