

## BY-LAWS

PATIENT AND FAMILY ADVISORY  
COUNCIL (PFAC)  
UC San Diego Health  
Moore's Cancer Center  
(MCC)

### NAME AND PURPOSE

1. The name of this body is UC San Diego Health, Moore's Cancer Center (MCC) Patient and Family Advisory Council (PFAC).
2. Purpose:
  - Provide a forum for the discussion on the patient experience and make recommendations as it relates to:
    - Excellence in patient care
    - Care delivery process
    - Patient navigation through his/her cancer care
    - Increasing awareness of services available to MCC patients, and the community.
  - Share patients, families, community, volunteers and employee perspectives with the Cancer Center Leadership.
  - 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 MCC.

### CONDUCT OF MEETINGS

1. Regular meetings of the PFAC will be held at MCC once a month, from July 1 through June 30 of each fiscal year. There will be ten-twelve (10-12) meetings each fiscal year.
2. The Community and Staff Chairs will co-chair the PFAC monthly meetings and perform such duties as required by the By-laws. The two (2) Chairs will work closely together and with other PFAC Executive Committee members, as appropriate.
3. Special meetings may be called at any time by agreement of both the Community and Staff Chair or by written request of any three (3) members or by the Cancer Center Leadership with at least three (3) business days' notice to each member.

4. The conduct of the PFAC meetings and taking of the minutes will be according to Robert's Rules of Order. The order of business will be governed by the agenda of the meeting.
5. (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.
5. (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.
6. 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.
7. Actions recommended by a vote of the PFAC will be submitted to the Cancer Center Leadership 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. To serve on the PFAC, patients, family members or caregivers must have a history of receiving care at MCC. 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 families. They must possess good listening skills and be able to work collaboratively with others.
2. PFAC members are asked to commit to monthly PFAC meetings and serve on PFAC sub-committees.
3. The membership will manage and control the affairs of the PFAC. Community members and the Community Chair will serve without compensation.
4. The PFAC will have twelve-fifteen (12-15) Community members including MCC patients, family members of MCC patients or caregivers of MCC patients.
5. The PFAC will have ten (10) Staff members representing the following areas:
  - Managing or Administrative Director of Patient and Family Support Services (Staff Chair)
  - Deputy Director of Clinical Affairs
  - Chief Administrative Officer or Designee
  - Patient Experience Specialist
  - Social Work
  - Blood and Marrow Transplant Department
  - Radiation Oncology Department
  - Multi-Specialty Clinic Department
  - Infusion Department

- Palliative Care and/or Patient and Family Support Services
  - Others as needed
6. Prospective members may be recommended by MCC staff and faculty with the patient's or family member's permission or can be self-referred. Prospective members will be asked to complete a membership application. The Executive Committee will review and approve names of recommended new members and have discretion to approve/disapprove names prior to recommendations to the Membership sub-committee. The Membership sub-committee will then review applications and make recommendations to the full Council. The goal of new member selections 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. Members will be required to sign confidentiality and HIPAA documents. The PFAC Administrative Assistant will be responsible for ensuring that all confidentiality and HIPAA documents are signed, scanned and stored electronically.
  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 Staff Chair, Community Chair and Immediate Past Community Chair.
2. The Director of the Patient and Family Support Services or an individual designated by the Chief Administrative Officer (CAO) of MCC will be the Staff Chair.
3. A PFAC Administrative Assistant will be assigned to support the PFAC.
4. The Community and Staff Chair will attend all PFAC meetings and will be an ex-officio member on all PFAC committees and sub-committees.
5. The PFAC Administrative Assistant will record and keep a copy of:
  - By-laws and all amendments
  - Record of all meeting notices
  - Minutes of all PFAC meetings
  - Directory showing the names, email addresses, preferred telephone number and acknowledgement of signed confidentiality and HIPAA documents of all members
  - 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, without renewal. 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. Community members' terms will be staggered and approximately one-third of the membership will be elected each year, when possible.
5. The Community Chair will be elected to serve for a term of two (2) years, unless the officer resigns, is removed or is otherwise disqualified to serve. The election of the Community Chair will occur every two (2) years. If the Community Chair 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.
6. Staff and Community members are expected to attend seven (7) 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.
7. Any Staff or Community member who does not attend seven (7) meetings a year may be considered for removal by a vote of the Council, unless other arrangements have been made with the Staff and Community Chair.
8. Any Staff or Community member may request a leave of absence at any time during their term. A leave of absence will be when circumstances require that the member be absent from regular meetings for a period of three to twelve (3-12) months.
9. Community members who have served three (3) years are recognized and honored as Emeritus members of the PFAC. They may represent the Council on sub-committees and projects. They may also serve on other committees at MCC as a community representative, where appropriate. They will be invited to an annual PFAC meeting, normally held in November of each fiscal year to review the year's accomplishments and provide input for the following year's projects.

## NOMINATIONS AND ELECTIONS

1. The election of the Community Chair 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 for the PFAC Community Chair 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 the Community Chair, 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.

## COMMITTEES

1. The PFAC Executive Committee will consist of the Managing or Administrative Director of the Patient and Family Support Services, Deputy Director of Clinical Affairs, Chief Administrative Officer or Designee, Patient Experience Specialist, Current Community Chair, and the Immediate Past Community Chair. The Incoming Community Chair may attend PFAC Executive Committee meetings after his/her election.
2. The Membership/Nominating Committee will be responsible for reviewing new member applications and will make their recommendation to the Council.
3. The Medal of Excellence Committee will be responsible for reviewing the annual employee service excellence award applications and make recommendations to the Council.
4. The PFAC will establish committees as needed and for appropriate time periods to address either broad or specific concerns of the PFAC and/or MCC.
5. 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 and/or MCC. 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.
6. Persons attending committee meetings who are not members of the PFAC, may participate in discussions, but may not vote on actions taken by the committee.

## BYLAWS

1. The By-laws will govern the affairs of the PFAC.
2. A permanent record of the By-laws as amended when appropriate, and certified and dated by the PFAC Administrative Assistant, is kept in a book that will be maintained at the principal office of the PFAC. This book will be open to inspection during regular office hours.
3. 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.
4. 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.
5. The effective date of the By-laws will be the date of their approval by the PFAC.
6. Changes to the policies and procedures regarding the operations of the PFAC may be established by the PFAC, as needed.

APPROVED BY:



Dr. Barbara Parker  
Deputy Director of Clinical Affairs,  
UC San Diego Health, Moores Cancer Center

Nov 07, 2016

Date



Julie Croner  
Chief Administrative Officer, Oncology Services  
UC San Diego Health, Moores Cancer Center

11/6/2016

Date



Dr. Kauser Ahmed  
Staff Chair, Administrative Director  
Patient and Family Support Services  
UC San Diego Health, Moores Cancer Center

11/6/16

Date



Stanley Faer  
Community Chair,  
Patient and Family Advisory Council  
UC San Diego Health, Moores Cancer Center

11/6/16

Date

Revised: November 2016