

BRIEFING NOTE

TO: Board of Directors

FROM: Governance Committee

DATE: October 5, 2020

SUBJECT: 9.7 Patient Relations Committee Terms of Reference and Mandate Policy 4-10

☒ For Decision

☐ For Information

☐ Monitoring Report

Purpose:

To review the proposed Patient Relations Committee Terms of Reference Policy 4-10.

Background:

The Patient Relations Committee Terms of Reference and Mandate Policy 4-10 falls into the Governance Process Policy category. This policy is designed to describe the purpose, scope and authority of the Patient Relations Committee. The Patient Relations Committee Terms of Reference and Mandate were created on May 14, 2012 and have not had a revision since that time.

For Consideration:

The proposed amendments to the Patient Relations Committee Terms of Reference and Mandate Policy 4-10 will reflect the expanded scope of responsibility the committee has been asked to undertake over the last eight years.

The original policy with the proposed revisions is redlined in **Appendix A** below and a clean version, **Appendix B**, is attached. Items no. 5 and 6 of the section, “Accountability and Authority” as well as 7b under, “Responsibilities of the Patient Relations Committee,” are matters the Committee are currently doing but are not referred to in the current terms of reference (or any other committees).

Public Interest Considerations:

Committee Terms of Reference create accountabilities for the members of each Committee and outline the Board’s expectations on how a committee will work together to accomplish specific roles and responsibilities that execute the College’s mandate of public protection.

Recommendation:

To approve the Patient Relations Committee Terms of Reference Policy 4-10 as recommended by the Governance Committee.

PATIENT RELATIONS COMMITTEE

Terms of Reference ~~and Mandate~~

~~Committee Type:~~ ~~Statutory~~ Committee Composition and Meetings

The Terms of Reference

- ~~1.~~ Board shall appoint the members of the Patient Relations Committee for the following year at the ~~first-last~~ Board ~~2.1.~~ meeting of the year in accordance with the by-laws.
2. The Patient Relations Committee shall be composed of:
 - ~~a.~~ at least one ~~member of Board~~ Director who is a ~~member-registrant~~ of the College;
 - ~~b.~~ at least ~~one member of Board~~ Director appointed to the Board by the Lieutenant Governor in ~~Board Council~~; and
 - ~~c.~~ ~~and~~ if the Board so decides, and the by-laws so permit:
 - ~~i.~~ up to three ~~members-registrants~~ of the College who are not ~~Directors~~ members of Board.
 - ~~i.ii.~~ up to three individuals who are not registrants of the College and who are not Directors.
3. The chair and vice-chair of the Patient Relations Committee shall be elected from among the members of the Patient Relations Committee and the election may take place at or before the first committee meeting of the year.
4. The Patient Relations Committee shall meet as required.

Authority and Accountability

5. The Patient Relations Committee is a statutory committee of the College as set out in section 10(1)7 of the Health Professions Procedural Code (the "Code").
6. The Patient Relations Committee is accountable to the Board for:
 - a. Acting in accordance with the Regulated Health Professions Act, 1991 (the "RHPA"), including the Code, the Opticianry Act, 1991, the regulations under those acts, the by-laws and any other laws that apply to its processes and decision making.
 - b. Fulfilling any other duties and responsibilities assigned to it by the Board.

~~Mandate~~ Responsibilities of the Patient Relations Committee

The Patient Relations Committee shall:

7. Perform such functions as are assigned to it under ~~the Health Professions Procedural Code~~the RHPA, Code, ~~r~~Regulations, by-laws, and policies of the College including:
 - a. ~~council~~the Board with respect to ~~the~~a patient relations program, ~~which shall that must~~ include measures for preventing and dealing with sexual abuse of patients in accordance with applicable legislation, ~~established~~ rules and procedures.
 - a.b. administering, on behalf of the Board, the funding for therapy and counselling program in accordance with applicable legislation, rules and procedures.
- 5.8. Consider and make recommendations to the Board for changes to applicable legislation, regulations, and by-laws, as well as programs that fall within its mandate and/or support the patient relations program or the funding for therapy and counselling program.
- 6.9. Develop programs, and engage in other activities as assigned by the Board, to enhance the relations between ~~members~~registrants and patients.
- 7.10. Submit an annual report to the Board. The report will include information on the Committee's activities for the year.

The Patient Relations Committee may:

- 8.11. ~~1.~~ Submit a report to the Board in between annual reports.

POLICY TYPE: GOVERNANCE PROCESS**4-10 Patient Relations Committee Terms of Reference**

Committee Composition and Meetings

1. The Board shall appoint the members of the Patient Relations Committee for the following year at the last Board meeting of the year in accordance with the by-laws.
2. The Patient Relations Committee shall be composed of:
 - a. at least one Director who is a registrant of the College;
 - b. at least Director appointed to the Board by the Lieutenant Governor in Council; and
 - c. if the Board so decides, and the by-laws so permit:
 - i. up to three registrants of the College who are not Directors.
 - ii. up to three individuals who are not registrants of the College and who are not Directors.
3. The chair and vice-chair of the Patient Relations Committee shall be elected from among the members of the Patient Relations Committee and the election may take place at or before the first committee meeting of the year.
4. The Patient Relations Committee shall meet as required.

Authority and Accountability

5. The Patient Relations Committee is a statutory committee of the College as set out in section 1(1)7 of the Health Professions Procedural Code (the “Code”).
6. The Patient Relations Committee is accountable to the Board for:
 - a. Acting in accordance with the Regulated Health Professions Act, 1991 (the “RHPA”), including the Code, the Opticianry Act, 1991, the regulations under those acts, the by-laws and any other laws that apply to its processes and decision making.
 - b. Fulfilling any other duties and responsibilities assigned to it by the Board.

Responsibilities of the Patient Relations Committee

7. The Patient Relations Committee shall:
8. Perform such functions as are assigned to it under the RHPA, Code, regulations, by-laws, and policies of the College including:

- a. advising the Board with respect to the patient relations program, which shall include measures for preventing and dealing with sexual abuse of patients in accordance with applicable legislation, rules and procedures.
 - b. administering, on behalf of the Board, the funding for therapy and counselling program in accordance with applicable legislation, rules and procedures.
9. Consider and make recommendations to the Board for changes to applicable legislation, regulations, and by-laws, as well as programs that fall within its mandate and/or support the patient relations program or the funding for therapy and counselling program.
10. Develop programs, and engage in other activities as assigned by the Board, to enhance the relations between registrants and patients.
11. Submit an annual report to the Board. The report will include information on the Committee's activities for the year.

The Patient Relations Committee may:

12. Submit a report to the Board in between annual reports.