

BOARD CHARTER – Global Patient & Family Advisory Board v2020

1. NAME

The official name of this board shall be **Global Patient & Family Advisory Board** and may also be referred to as the “GPFAB.” The GPFAB represents the lived experience and voice of the patient, family, and caregivers. It is a self-managing entity within The Beryl Institute comprised of volunteers and a Staff Liaison from The Institute Senior Leadership Team. The vision for the GPFAB culture is one based in co-design and mutually beneficial partnership.

2. PURPOSE

- 2.1 A critical commitment of The Institute is to serve as the hub for all voices impacting and influencing patient experience and the patient experience movement. The GPFAB will complement The Institute’s other boards by ensuring the voices of Patient & Family Members are a central consideration in the strategic direction and resource offerings of The Institute. Through a variety of avenues—focus groups, GPFAB meetings, workgroups, webinar panels and other opportunities that arise, The Board will provide input on The Institute’s areas of focus and current resources and offer suggestions on new opportunities, topics of interest, etc.
- 2.2 In support of the above stated purpose, The GPFAB develops strategies, goals, and projects/ workgroups each year that are aligned and integrated with the strategies, goals, and projects of The Institute.
- 2.3 In an effort to prioritize the most relevant issues within healthcare at any given time, The GPFAB will continually work to establish future strategies, goals, and project/ workgroups that aligned with The Institute and the future work of the GPFAB.

3. MEMBERSHIP

- 3.1 The GPFAB shall consist of up to twenty (20) individuals.
- 3.2 All members of the GPFAB will be given a membership to The Beryl Institute community upon acceptance to The GPFAB.
- 3.3 GPFAB members shall represent the broad interests and range of organizations internationally and across the continuum of care to engage the full perspectives of those engaged in the experience movement.
- 3.4 GPFAB will have a Staff Liaison from The Beryl Institute as a non-voting member
- 3.5 The GPFAB is comprised of members from various countries. Each GPFAB project/ workgroup, therefore, will have to manage their work in consideration of the multiple time zones.

A member (Buddy) for each project/ workgroup should be identified to work with and support those GPFAB project/ workgroup members, who from time to time may not be able to participate on conference calls. This person will be responsible for coordination of the work for these members on the project/ workgroup so they can be active participants.

4. APPOINTMENT AND TERM OF BOARD MEMBERS

- 4.1 GPFAB members shall be appointed for a two (2) year term.
- 4.2 GPFAB members shall be eligible for re-appointment for three (3) consecutive terms for a total of six (6) years of consecutive service. After six (6) years of consecutive service Board membership shall be reviewed.
- 4.3 New members will be assigned a “mentor” and will work with the Staff Liaison to help them on-board to the GPFAB. The “mentor” will be responsible for such activities as orientation to the purpose of the GPFAB, review of its current work and to answer questions. The duration will be approximately within the first six months.
- 4.4 Officers of the GPFAB shall include two positions of Co-Chair. They will hold their positions for a two (2) year term. The Co-Chairs shall remain Ex-Officio for a one (1) year term upon retiring as Chair.
- 4.5 GPFAB members shall endeavor to create a process whereby members have a combination of continuity of membership and opportunities for new members to join The Board.
- 4.6 Annually, by the last quarterly meeting of the year, members of the Board will be asked to notify the Co-Chairs and Staff Liaison of their commitment to remain a part of the GPFAB in the year ahead. This pertains to all members whose terms are not expiring at the end the respective calendar year.
- 4.7 Persons interested in joining GPFAB shall apply for membership by submitting an application to The Beryl Institute. Potential candidates will be interviewed, and successful candidates will be invited to join the Board.

5. BENEFITS AND MEMBER REQUIREMENTS

- 5.1 Members of The GPFAB Board are volunteers and do not receive direct compensation. However, there are tangible financial and professional benefits members are provided. These include but are not limited to:

Financial:

- Patient Experience Conference registration fees and associated conference related travel expenses
- Membership to The Beryl Institute.

Professional:

- Exposure for your work/perspective through workgroup output, invites to participate in webinars, blog writings and other resources.
- Foundational voices in new resources designed for patients and families.
- Serve as a patient/ family representative, as a GPFAB Ambassador, on various Institute initiatives, projects and events.

5.2 GPFAB members are expected to meet the minimum requirements below to receive the benefits named above. Exceptions will be considered, such as an individual with a medical or caregiving hardship, and will be addressed on a case by case basis at the discretion of Institute Staff Liaison and Senior Leadership of the Institute. Board members who do not meet these expectations may not be asked to leave the Board, but may be asked to take a Leave of Absence and may not receive the benefits outlined in 5.1.

The minimum requirements are:

- Participate in at least three (3) meetings annually.
- Must actively participate on the Board and work on projects/ workgroups that support the implementation of the GPFAB's Purpose. Members should actively participate on at least one project/ workgroup.

Members who may not be able to attend formal Board meetings or one of their assigned project/ workgroup meetings, should send an e-mail to the leader/ organizer, prior to the schedule time, to indicate they will not be able to attend.

Members who do not meet the minimum expectations outlined without communicating an inability to participate in GPFAB activities and outside noted hardships risk losing the financial benefits outlined in Section 5.1 and may be asked to resign their membership.

6. DUTIES OF CO-CHAIRS

6.1 Duties of the Co-Chairs

The Co-Chairs shall help conduct all meetings when present and in collaboration with the Staff Liaison, determine the meeting schedule of the Board, help establish the agenda and ensure the Charter is adhered to. The Co-Chairs shall facilitate decision making on issues brought forward to The Board.

The Co-Chairs will work in partnership with the Institute's Staff Liaison in leading the strategic direction and annual goals of the GPFAB.

The Co-Chairs will also participate on various Institute Boards, and specifically the Institute's Strategic Advisory Board, representing the lived experiences and voices of the patients and families at their Board meetings. The Co-Chairs and the Institute Staff Liaison, may choose to assign members from the GPFAB to various Boards to ensure that the GPFAB is represented when the Co-Chairs cannot attend.

The Co-Chairs are responsible for linking the GPFAB to other Institute work in order to represent the lived experiences and voices of the patients and families. They may also choose to assign GPFAB members to various Institute projects/ work.

The Co-Chairs will organize and drive the quarterly GPFAB meetings and follow up on all actions from those meetings.

The Co-Chairs will provide leadership and guidance to the members of the GPFAB on all the GPFAB projects/ workgroups and commitments.

7. RESIGNATION OR TERMINATION OF BOARD MEMBERSHIP

- 7.1 A GPFAB member may resign his/her membership by tendering his/her resignation in writing to the GPFAB Staff Liaison and will take effect at a mutually agreed upon date.
- 7.2 Any GPFAB member may be terminated for cause and at the discretion of The Beryl Institute Senior Leadership. Membership may be terminated for any one or more of the following reasons:
- Failure to uphold the responsibilities of membership.
 - Violation of responsibility to respect confidentiality.
 - Carrying on activities in the name of the Board or Institute without authorization or any other action deemed detrimental to the Board.
 - Missing three consecutive meetings (Not PX Conference) without medical /caregiver reason.
- 7.3 In addition, The Beryl Institute may terminate membership forthwith due to any conduct of the member which in the reasonable opinion of The Beryl Institute tends to bring the Board or The Beryl Institute into disrepute or discredit.

8. MEETINGS OF THE BOARD & VOTING

- 8.1 The GPFAB will meet four times a year, three times virtually and once as part of a board gathering at Patient Experience Conference. The GPFAB Quarterly meetings will be organized by the Co-Chairs and the Institute's Staff Liaison with an agenda and actions items. Notes from these meetings will be sent to each GPFAB member shortly after each meeting. Each GPFAB member is responsible to complete the actions assigned to them from these meetings.
- 8.2 GPFAB members will make decisions pertaining to Board matters primarily by consensus.
- 8.3 The Staff Liaison from The Beryl Institute is a non-voting member.

9. CHARTER

- 9.1 This Charter will be reviewed and adopted on an annual basis in conjunction with GPFAB members, Staff Liaison and The Beryl Institute Senior Leadership.

Appendix

Statement of Commitment

As noted in section 5.2, a minimum set of requirements have been established for members of the Board. Annually, at the first quarterly meeting of each year, members of the Board will be asked to review and reaffirm their commitment to and acknowledgement of these requirements. A verbal affirmation and continued attendance and engagement in further business of the Board will be deemed an acceptance of and agreement to adhere to these requirements.