

## Outpatient Center Advisory Council

### Job Description

#### Member, Chairperson, Vice Chairperson, Secretary

#### **Purpose:**

Staff within The Bolduc Family Outpatient Center at Howard County General Hospital is committed to providing patient and family centered care. Using volunteers from the community to serve on the Outpatient Center Advisory Council, we bring the patient and family perspective and voice to current and future planning, operations and education venues.

**Job Description:** The Outpatient Center Advisory Council (OCAC) member is a patient or family member who experienced care within a clinic or outpatient department in The Bolduc Family Outpatient Center. The OCAC member works in partnership with the Outpatient Center leadership and staff to help make the outpatient services more responsive to the needs of patients and families.

#### **Role:**

- The OCAC Member may offer input into patient care and organizational processes and advocate patient/family needs from a broad perspective
- The OCAC Member may offer input, from a patient perspective, into hospital priorities and activities
- The OCAC Member is encouraged to identify patient safety issues and report them

#### **Specific Duties:**

- Promote improved relationships between patients, families and staff
- Provide a vehicle for communication between patients, families and staff
- Share perspectives, experiences, and suggestions in a variety of settings
- Help create, implement, and evaluate policies, programs and services
- Promote OCAC initiatives and be available at meetings, presentations, and functions.
- Promote and support HCGH publications and the Outpatient Center's website for the OCAC
- Serve as OCAC resource for families and staff
- Respect and protect the confidentiality of patients, family members and employees at all times and in all circumstances
- Provide input into the educational programs for staff
- Provide a safe venue for patients and families to provide input in a setting where they are receiving care
- Uphold the HCGH mission, vision and values
- Uphold the OCAC mission, vision and values
- Be aware of and abstain from any conflict of interest

**Successful OCAC members should be able to:**

- Share insights and information about experiences in constructive ways
- See beyond their own personal experiences
- Show concern for more than one issue
- Be a good listener
- Respect diversity and differing opinions
- Speak comfortably in a group
- Work in partnership and collaborate on solutions
- Show compassion while maintaining boundaries
- Demonstrate commitment to customer satisfaction
- Be comfortable in working with others who are experiencing high anxiety
- Maintain open communication with all staff

**Membership:**

**Terms:** Two, 2 year terms. The term begins at the second meeting attended. For the initial terms: ½ of the council will serve for 2 years and half for 3 years to stagger membership.

**Number of members:** 12 to 15

**Officers:** Chairperson, Vice Chairperson, Secretary

**Duties:** The duties of the officers will be assigned by the OCAC, including those outlined below.

**Chairperson:**

**Function:** Be a partner with the Outpatient Center's leadership team, helping them achieve the mission of the OCAC. Optimize the relationship between the council and leadership.

- Provide leadership and direction to the council
- Call and preside over all OCAC meetings
- Develop agendas in collaboration with the HCGH leadership team
- Arrange for Vice to chair meetings in the absence of the Chair
- Establish overall long and short term goals, objectives and priorities for the OCAC in meeting the needs of the community
- Foster a positive working relationship with other council members and HCGH staff
- Provide overall direction of all OCAC activities in the community
- Be the official spokesperson for the council
- Keep members informed of pertinent information affecting the council
- Supervise preparation of reports of the OCAC for distribution
- Work with nominating committee to recruit new council members
- Assist the HCGH leadership team in recruiting council members and other talent for needed volunteer assignments
- Work in partnership with HCGH staff to ensure advisory council recommendations are carried out
- Enhance relationships with other community groups and agencies

- Annually, focus the council's attention on organizational matters that relate to its own structure, role and relationship to leadership

**Vice Chairperson:**

- Share the responsibilities noted above for the Chairperson
- Make welcome calls to new members
- Assist in making reminder calls to active members 2 to 3 days prior to meetings
- Lead and coordinate recruitment efforts

**Secretary:**

- Record minutes of all meetings
- Assist in managing all correspondence
- Ensure that council members receive agenda and meeting minutes in a timely manner
- Maintain and update membership list and e-mail
- Assist in scheduling and arrangement of speakers
- Establish information packets for new members
- Track attendance

**OCAC Member:**

- Make welcome calls to new members
- Serve on small groups
- Assist in recruitment efforts

**Terms:**

- Officers will serve a maximum of two, 2 year terms
- Any active member is eligible for office, In the event an officer is unable to complete at term, the remaining officers will nominate a replacement with OCAC approval