

Terms of Reference Citizens' Panel Toronto Central Local Health Integration Network

BACKGROUND

Toronto Central Local Health Integration Network is responsible for funding, planning, implementing and evaluating local health services for 1.2 million residents and the tens of thousands of others who travel to Toronto for care. The 172 health service providers in the Toronto Central LHIN include hospitals, community support services, long-term care homes, a community care access centre, community health centres and mental health and addictions agencies. Engaging Citizens (the term we use to capture residents, patients, family members, consumers and caregivers) is critical to understanding how health and community services should be planned, delivered and evaluated. Toronto Central LHIN is committed to working with the citizens of Toronto to build a local health care system that is coordinated, easy to navigate and provides timely and equitable access to care.

TERMS OF REFERENCE

PURPOSE

Citizens' Panel members will use their combined experience, values and priorities to inform the work of the Toronto Central LHIN, which is striving to embed the patient and community voice in every program it supports. Expanding patient engagement across the health care system is a key commitment articulated in the Patients First Act.

ACCOUNTABILITY

The Citizens' Panel will work in partnership with the Toronto Central LHIN to improve the local health care system based on the responsibilities below and will report to its CEO.

MANDATE

The Citizens' Panel will:

- Help the Toronto Central LHIN align its planning and strategy with the needs and priorities of its citizens
- Identify gaps and advise on opportunities to incorporate the patient's perspective in initiatives to better integrate care across the region and across the health care system
- Support effective patient engagement within the LHIN
- Identify gaps and opportunities for improvement in the current and evolving health care system
- As appropriate, act as a resource for and/or work in collaboration with other Toronto Central LHIN planning groups/Panels.
- As appropriate, link and collaborate with other patient and family advisory groups within the LHIN and across the province
- Not have a fiscal mandate to perform these duties

When executing this mandate, the Citizens' Panel will adhere to the following principles:

- The Panel will make every effort to provide informed advice on LHIN policy and program initiatives
- The Panel will take into account population health and health equity in making its recommendations
- The LHIN will respond to the Panel's advice and final decisions will remain with LHIN staff, Board of Directors and LHIN CEO.
- The Panel will work in alignment with best practices identified in the LHIN Community Engagement Guidelines and the provincial Patient Engagement Framework

MEMBERSHIP

- Candidates must apply; the Toronto Central LHIN will then review applications
- The Citizens' Panel will include residents, patients, family members, consumers, and caregivers who use services in the Toronto Central LHIN catchment area
- The Toronto Central LHIN will strive for diversity and inclusivity in Panel composition

that is reflective of the LHIN's population makeup

- Membership will be maintained at between 15-18 individuals
- The Panel will include Toronto Central LHIN representatives, in a supporting role
- The Panel will meet every month or at the recommendation of the Co-Chairs
- Panel members will serve renewable two year terms
- Panel members can step down from the Panel at any point in time
- Membership will be reviewed every two years
- Panel members and Toronto Central LHIN staff will review the Terms of Reference annually
- The Panel shall review, evaluate and report on its effectiveness at least once per year

DECISION MAKING

The Citizens' Panel will seek to establish consensus on decisions and recommendations. When consensus has not been reached, decisions will be a majority vote of a quorum. A quorum will consist of 50 per cent plus one of the membership.

RESPONSIBILITIES

THE CHAIRS

- The Panel will be jointly chaired by two selected Panel members
- Co-Chairs will serve for up to one year, with the possibility of renewal
- Co-Chairs will set the meeting agenda, in consultation with members of the Panel and Toronto Central LHIN Staff
- Co-Chairs will monitor and report on follow-up from Panel input and feedback
- Co-Chairs will work with LHIN staff to liaise between the Panel and the LHIN's CEO
- Co-Chairs will encourage participation and active involvement among members
- Co-Chairs will lead and facilitate Panel meetings
- Co-Chairs will attend external meetings on behalf of the Panel and at the request of the LHIN's CEO
- Co-Chairs will assist in evaluation of the Citizens' Panel on an annual basis

ROLE OF CITIZENS' PANEL MEMBERS

Provide advice to the LHIN based on the patient, caregiver and family experience that is meaningful to all people living in the LHIN region. This will involve:

- Reviewing and providing feedback on LHIN documents, proposals, and plans
- Doing their utmost to attend each meeting of the LHIN's Citizens' Panel (either in person or by teleconference / videoconference)
- Being prepared to be active participants in each meeting (e.g., all meeting materials should be read prior to each meeting)
- Identifying opportunities for improvements in the planning and delivery of services
- Participating in initiatives where the patient's voice can inform improvements outside of the Citizens' Panel
- Acting in accordance with the internal policies of the organization and relevant legislation, including the [Ontario Occupational Health and Safety Act](#) and the Accessibility for Ontarians with Disabilities Act
- Approving this Terms of Reference in collaboration with the LHIN staff as needed

ROLE OF TORONTO CENTRAL LHIN STAFF

- Provide support which may include, but is not limited to, logistics and coordination, organization of meetings, project management of Panel activities, orientation, research and analysis, report writing and translation, and performance measurement and evaluation
- Respond to Panel feedback and advice
- Facilitate discussions with the LHIN CEO, Board of Directors, LHIN staff and others.
- Prepare meeting agendas in consultation with the Panel Co-Chairs
- Prepare briefing notes about agenda items and ensuring that they are clearly written and crafted with the perspective of what would be important to patients and family advisors
- Answer questions about policies / issues answered in a respectful, helpful, and prompt manner

- Support the orientation of new members
- Collaborate with the Co-Chairs, identifying appropriate topics for engaging the Panel and activities to elicit meaningful input

RESIGNING/DISMISSAL FROM THE PANEL BEFORE THE END OF A TERM

There are circumstances where a Panel member may need to leave the Panel before the end of their term.

1. Panel members who elect to resign from their position are requested to provide thirty days written notification of their decision to the Co-Chairs.
2. Where a member has not fulfilled their role as per the Terms of Reference, the Panel (via the Co-Chairs) may wish to inform the LHIN CEO of the Panel's concerns.
 - As a guiding principle, and before informing the LHIN CEO, the Panel Co-Chairs will reach out to the member in question to understand their reason(s) for not fulfilling the role of a Panel member in an attempt to mitigate / resolve the issue
 - If members are unable to fulfill their role and/or engage in behaviour that materially undermines the integrity of the LHIN, work of the Panel, or Panel terms of reference they may be requested by the LHIN CEO to resign from the Panel

REIMBURSEMENT

Patient/Family Advisors and Chairs are eligible for reimbursement of pre-approved expenses incurred regarding travel, meals, accommodations, and child/elder care as per the Travel, Meal and Hospitality Expenses Directive, as applicable to the LHIN's expenses policy and as may be amended or replaced from time to time (the "Directive"). The LHIN is not responsible for any travel, meals, accommodation, or child/elder care expenses incurred by the Panel members that are not pre-approved in writing by the LHIN and charged in accordance with the Directive.

ETHICAL FRAMEWORK AND CONFLICT OF INTEREST

Panel members are required to fulfill the duties of their appointment in a professional, ethical and competent manner and avoid any real or perceived conflict of interest as stated in the conflict of interest agreement. Panel members have an obligation to declare a personal or pecuniary interest that could raise a conflict of interest concern at the earliest opportunity to the Co-Chair(s). Each member has an ongoing obligation to disclose any actual, potential or perceived conflict of interest arising at any point during a member's term of appointment in regard to any matter under discussion by the Panel or related to the Panel's mandate.

CONFIDENTIALITY AND ONTARIO'S FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (FIPPA)

Each member of the Panel will be required to sign a confidentiality agreement. All confidential information, including notes written by individual members in connection with their work on behalf of the LHIN's Panels, is subject to the provisions of Ontario's Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.F.31 and may be subject to disclosure in accordance with the Act.

No member of the Panel shall disclose or publicize any information related to the work of the Panel, including the content of any of its discussions, advice or recommendations, unless the member has received prior written authorization from the Ministry/LHIN to make a specific disclosure.

OWNERSHIP OF PANEL MATERIALS

All confidential information, including all work materials produced by the Panel, shall be and remain the sole property of the Crown in Right of Ontario. Panel materials are not to be shared outside of the organization, including with other Panels/councils, unless there is expressed permission to do so.

ESTABLISHMENT OF SUBPANELS/WORKING GROUPS

The Panel may establish time-limited working groups to provide reports and recommendations to the Panel on specific issues or priorities set by the Panel. Working group membership may overlap with Panel membership as appropriate. If interested, members can also get involved in other LHIN engagement activities.

AMENDMENTS TO TERMS OF REFERENCE

These Terms of Reference will be reviewed after one year, and every two years thereafter and may be amended by the LHIN CEO.