



# WA Country Health Service (WACHS) Patient Experience and Community Engagement (PEaCE) Executive Sub-Committee - Terms of Reference

## 1. Name

WA Country Health Service (WACHS) Patient Experience and Community Engagement (PEaCE) Executive Sub-Committee.

## 2. Purpose

The PEaCE Executive Sub-Committee is responsible to the WACHS Executive Committee.

The PEaCE Executive Sub-Committee governs and promotes a culture where patients, clients and their families and carers and the community are at the centre of everything we do. The PEaCE Executive Sub-Committee is responsible and accountable for advancing key patient experience and community engagement objectives to:

- promote provision of care that is person-centred and includes families and carers in decision making processes;
- promote the involvement of patients, clients, their families and carers and community in the planning, co-design, measurement, monitoring and evaluation of health services;
- support WACHS staff to establish, maintain and advance meaningful consumer and community partnerships, relationships and engagement mechanisms across all levels of the organisation; and
- contribute to influencing a health care culture that is reflective of WACHS' values.

## 3. Background

Current evidence identifies that embedding a person-centred philosophy in health care the experience of patients and their families and carers engaging them in their plan of care and thereby improving health outcomes for organisations. To support this type of cultural change an organisation needs to show strong leadership and commitment to this philosophy to empower its workforce to operationalise the concept.

The PEaCE Executive Sub-Committee will be responsible for leading, influencing and advancing a person-centred culture. This culture will be exhibited by involvement of patients, their families and carers in the co-design, planning, implementation and evaluation of services effectively meeting patient, family and carer needs.

The PEaCE Executive Sub-Committee will lead systemic health care improvements and person-centred approach in line with the broad government reform objectives outlined in the 2019 Sustainable Health Review report and WA Country Health Service Strategic Plan.

## 4. Scope

The PEaCE Executive Sub-Committee's responsibilities include:

- overarching governance of strategic patient experience, consumer and community engagement mechanisms to identify and monitor risk associated with feedback;
- oversight for the development and implementation of the WACHS Consumer Engagement Strategy;
- supporting the WACHS Board to meet its legislative obligations;
- ensure that systems to partner with consumers and community are consistent with National Safety and Quality Health Service Standards and any other relevant standards are developed, implemented and monitored.
- monitoring of performance with overarching policy frameworks in line with best-practice and national directions.

## 5. Membership

The PEaCE Executive Sub-Committee is responsible to the WACHS Executive Committee.

### Members

- Community representatives:
  - District Health Advisory Chair
  - Regional Executive Consumer Representative
  - Consumer/Community representatives – up to three in total with one to have experience to fulfil the role of a carer representative and one to represent community.
- WACHS Board Member (with consumer and community engagement interest)
- WACHS Executive representatives:
  - Regional Director representative
  - Executive Director of Mental Health
  - Executive Director of People, Capability and Culture
- WACHS Aboriginal Employee representatives
- WACHS Regional Aboriginal Health Consultants
- WACHS Operations Manager representative
- WACHS Director Safety and Quality
- WACHS Communications Manager
- PEaCE Program Manager
- PEaCE Program Consultant

### Ex-Officio Attendees – Advisory

- Additional invitees are permitted as required and approved by the Chair.

A quorum is deemed to be at least 50% of the members and proxies including the Chair. A quorum excludes the Executive Officer and any invitees or ex-officio attendees. Should a quorum not be present, the committee may still meet, however all decisions must be approved at the subsequent meeting with a quorum present.

## 6. Chair

The Chair of the PEaCE Executive Sub-Committee is the WACHS Chief Operating Officer (COO) who is a member of the WACHS Executive.

## 7. Secretariat

WACHS Operations is to provide secretariat support to the PEaCE Executive Sub-Committee and is to appoint an Executive Officer.

Papers and meeting schedules are to be circulated as per the [WACHS Executive Sub-Committee Operations Procedure](#).

## 8. Meeting Frequency

The PEaCE Executive Sub-Committee is to meet bi-monthly.

Out of session meetings may be scheduled to deal with urgent issues as required.

## 9. Reporting

The Chair is to make available to the WACHS Executive for noting (via WACHS Executive Secretariat), the draft minutes and actions of meetings of the PEaCE Executive Sub-Committee within ten working days of the meeting to align with the WACHS Executive schedule.

The Chair is to escalate any issues requiring attention of the WACHS Executive.

## 10. Evaluation

The Chair of the PEaCE Executive Sub-Committee is to conduct an annual assessment (March) which includes reviewing the Terms of Reference and the role of any panels, networks or working parties established by the PEaCE Executive Sub-Committee. Any material changes are to be submitted to the WACHS Executive for approval.

### DOCUMENT CONTROL

Version Number	Date	Approved by
1.00	5/07/2018	Shane Matthews
2.00	1/12/2020	Marg Denton

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