

Creating a Vision/Mission Statement

Definition of a vision statement:

A vision statement is a vivid idealized description that inspires, energizes and helps you create a mental picture of your group. A vision statement is really a picture of the Patient and Family Advisory Council in the future. Your vision statement is your inspiration, the framework for your strategic planning.

Most powerful vision statements generally invoke, involve, and energize people throughout the group. It gives them higher causes to rally behind, feel engaged by and see that what they are doing is worthy. It gives a sense of purpose so group sees itself as “building a cathedral” rather than “laying stones”.

Definition of a mission statement:

A mission statement is a brief description of the Patient and Family Advisory Council’s fundamental purpose. A mission statement answers the question, “Why do we exist?”

The difference between a mission statement and a vision statement is that a mission statement focuses on a present state while a vision statement focuses on the future.

Unlike the mission statement, a vision statement is an internal document used for motivation for the members of the Patient and Family Advisory Council.

The See, Hear, Feel tool in the Change Management section is a great tool to use for the development of your vision statement.

Describe your vision statement in present tense as if you were reporting what you actually see, hear, think, and feel after your ideal outcome was realized.

Sample Vision Statements

1. Five years from now, Paula's will be rated as a "five star" restaurant in the Greater Toronto area by consistently providing the combination of perfectly prepared food and outstanding service that creates an extraordinary dining experience.

2. Within the next five years, the Women's Center will have helped create a safe, more harmonious community by helping women acquire the education, skills, and resources necessary to build self-sufficient prosperous lives.

3. Within the next five years, Metromanage.com will become a leading provider of management software to North American small businesses by providing customizable, user-friendly software scaled to small business needs.

4. To be a revolutionary leader in raising the standard of excellence for cancer care. Together we will make the vision a PFAC reality.

5. Maximizing outcomes for patients and families through collaboration and teamwork.

6. To be the transformational force in the evolution and advancement of compassionate community-based cancer care.

7. To be a Center of Excellence delivering the highest standard of cancer care providing the utmost confidence in our patients, family members, the community and the healthcare team.

Sample Mission Statements

Adult Patient and Family Advisory Council
Dana-Farber/Brigham and Women's Cancer Center

The Dana-Farber/Brigham and Women's Cancer Center Adult Patient and Family Advisory Council is dedicated to assuring the delivery of the highest standard of comprehensive and compassionate health care.

Patient and Family Resource Center
University of North Carolina – Comprehensive Cancer Center

Our mission is to provide information, education, and support to enable our patients and their families to participate fully in all decisions related to the diagnosis of cancer and assist them in better understanding their illness and its impact on their lives.

Kreamer Family Resource Center
Children's Mercy Hospitals & Clinics – Kansas City, MO

The Kreamer Family Resource Center provides families with consumer health information in an effort to help them understand and cope with hospitalization, illness, injury, disability, and family issues, as well as to promote wellness and prevention of injury or illness in children and adolescents. The Family Resource Center also provides recreational and homework support materials for children at Children's Mercy Hospital. The Kreamer Family Resource Center is open to the community.

Moffitt Cancer Center
Tampa, Florida

The Patient & Family Advisory Program is dedicated to strengthening collaboration between patients and family members and the health care team so as to enhance the Cancer Center's ability to deliver the highest standard of safe, comprehensive and compassionate health care.

The Heart Center
Massachusetts General Hospital

The Heart Center Patient and Family Advisory Council insures that voices of patients and families are represented in a multidisciplinary effort to enhance their entire care experience.

Name: The MBMC Cancer and Infusion Center Patient and Family Advisory Council

- I. **Mission:** The Patient and Family Advisory Council (PFAC) will be a true partner with the MBMC Cancer Center team , involved in decision-making, and committed to creating an environment of safety, dignity, respect, and honesty, to assure the very best for patients and families
- II. **Vision:** To be a revolutionary leader in raising the standard of excellence for cancer care

III. PFAC Goals

1. **Create a patient and family centered environment which promotes the best possible medical and emotional outcomes for patients and family members.**
 - To enhance communication between patients, family members and the cancer center team
 - Empower patients, family members and staff through continuous education
 - To identify and address patient and family needs in all aspects (body, mind, spirit) throughout the cancer journey.
 - **Promote the best possible medical and emotional outcomes for patients and family members**
 - Develop list of resources/menu for transition services/ facilitate the development of a transition process
 - a. Help Maintain connection with patients that have transitioned from the CC.
 - communication of this list. Smooth and unscary as possible; unknowns

IV. Structure

The PFAC membership will consist of the following:

- A. Terms – 2 Year terms with Emeritus status. First group of council members will rotate off in May, September or Jan. Then any new members that come on will be asked for a 2 year commitment.
- B. Up to 15 patients and or family members
 1. Diverse representation – age, sex, cultural background, race, diagnosis, treatment stage
 2. Must have been or currently treated in new Cancer Center or Sunset Hills
 3. Mix of active patients and those in survivorship or follow up status
 4. At least one patient who has or is being treated at Sunset Hills
 5. Will try to recruit members who have experienced care at facilities outside the BJC network
- C. Active members – Any member who has attended four monthly PFAC meetings within a 6 month period

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1. Minutes will be circulated to each active member. All PFAC correspondence and documents can be reviewed by members upon request.
 2. Each active member has voting privileges
- D. Inactive members – Any member who is unable to attend four meetings within 6 months. Voting privileges will be terminated, while distribution of the literature will be continued.
1. Inactive status can be terminated if after one year the member chooses to no longer be affiliated with the PFAC or chooses to reinstate to active status by attending four consecutive PFAC meetings within a six month period.
- E. Hospital Liaison – Liaisons are hospital employees who are assigned the responsibility of providing the link in communication between the hospital and the PFAC and offer support as needed. They will have voting privileges.
- F. Meeting facilitator – Recommendation is made for initially the PFAC to have an outside facilitator. Outside is defined as someone who does not work in the MBMC Cancer Infusion Center or does not indirectly or directly report to the Director of Oncology Services.
- G. MBMC membership
1. Seven MBMC members represented on the PFAC
 - One VP
 - Oncology Services Director and or Manager
 - Physician representative (s)
 - Treatment room supervisor
 - Radiation Therapist
 - Hospital liaison to PFAC – Social Worker
 - Rotating staff member

V. Officers

The Council will revisit the patient/family member chairperson concept at the one year anniversary in May of 09.

- A. Chairperson
 1. Preside over meetings.
 2. Official spokesperson for PFAC
 3. Welcome new members
- B. Co Chair

VI. Procedures

- A. Quorum
- B. Voting
- C. Meetings- the PFAC will meet monthly.
- D. Agenda

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E. Bylaws

1. Amendments to the bylaws will be presented at one meeting and voted on at the following regular meeting.
2. The bylaws may be amended by majority vote (51%), provided 50% of the active members are in attendance.
3. All bylaw amendments are subject to MBMC Administrative approval.

F. Complaints/Grievances with the PFAC – Any member who has a complaint regarding PFAC issues should follow these procedures:

1. Contact any officer or staff liaison to inform them of the nature of the problems and attempt to resolve the issue
2. Unresolved issues will be presented for discussion and resolution at the next monthly PFAC meeting.

VII. **Planning, Reporting, Evaluation**

- A. Annual plan – The PFAC will develop an annual plan to include goals and objectives. This will be written by the chairperson and liaison with input from the PFAC members.
- B. PFAC report to Cancer Center leadership or Cancer Center Committee – A member of the PFAC will report to the MBMC Leadership Team on a semi-annual basis.
- C. Annual report on effectiveness of PFAC activities will also be prepared and distributed by the chairperson and staff liaison with the assistance of the PFAC members and MBMC Leadership Team
- D. Minute distribution – minutes will be kept of all PFAC and committee meetings and will be distributed to appropriate parties for review and consideration.

VIII. **Guidelines for Authority:** The PFAC has the authority given it by the Administration of MBMC. Events organized by the PFAC and the statements issued by the PFAC on behalf of MBMC Cancer Infusion Center are done so with prior approval of the MBMC Administration

IX. **Confidentiality**

- A. To maintain appropriate and confidential handling of the personal information, no MBMC patient and or family member will be discussed by name in PFAC meetings.
- B. All PFAC members will sign a confidentially statement that pertains to any MBMC data or patient and family member information.