



SARH Advisory Board Bylaws

Article I – Name

The name of this Board is the South Arkansas Regional Hospital (SARH) Advisory Board.

Article II – Purpose

The Advisory Board is dedicated to assuring the delivery of the highest standards of comprehensive and compassionate health care fostering partnerships among patients, families, and health care providers. The Advisory Board will act as an advisory resource to the leadership and staff of SARH.

Article III – Responsibilities

- 1) Promote the principles of patient and family-centered healthcare, including dignity and respect, information sharing, partnerships, and collaboration.
- 2) Identify actions, processes, procedures, and policies that are not patient-centered and advise/recommend solutions.
- 3) Strengthen communication and collaboration among patients, families, caregivers, and staff.
- 4) Channel information needs and concerns to SARH leadership and staff.
- 5) Promote patient and family advocacy and involvement.
- 6) Be an active consultant regarding decisions and plans that affect SARH patients and families.
- 7) Others as designed by the Advisory Board(s).

Article IV – Membership

- 1) Membership Eligibility: Patients or family members of patients who have received care at SARH are eligible for membership. Current employees or contractors providing care at the hospital are not eligible. The committee should have independence from those routinely working at the hospital.
- 2) Advisory Board Makeup: The Advisory Board will be made up of a diverse group of patients and/or family members and SARH staff members.
- 3) Confirmation: All potential Advisory Board members will be approved by the SARH Governing Board.
- 4) Participation: Members must onboard as a SARH volunteer and will be responsible for adhering to general volunteer requirements including HIPAA training and the confidentiality agreement. Members are expected to participate in orientation and regular meetings. Members are expected to attend at least 50% of annual meetings or will be replaced on the Advisory Board.
- 5) Membership Term: A term of active membership consists of a two-year term. Members must sit off of the Advisory Board for one year before being considered again for a two-year term.
- 6) SARH Staff Roles: The Quality Director is responsible for the oversight of the SARH Advisory Board. They are the link in communication between the Advisory Board and the SARH Leadership Team. Additional non-voting members who attend meetings are the SARH President, SHARE President/CEO, CNO, and a physician member.

Article V – Advisory Board Organization

- 1) Quality Director (or designee)

- A) Calls and presides over all Advisory Board meetings, providing leadership for the Advisory Board members.
 - B) Maintains and updates the membership list.
 - C) Sets the Advisory Board meeting agendas.
 - D) Is the official spokesperson for the Advisory Board.
 - E) Coordinates preparation of communication/reports for the Advisory Board.
 - F) Welcomes new members.
 - G) Coordinates recruitment efforts.
 - H) Sets goals and monitors progress.
 - I) Leads orientation, coaching, and training of new members.
 - J) Sends out email reminders for meetings four days prior to meeting and another reminder one day prior to meeting.
 - K) Ensures minutes are taken for all meetings.
 - L) Tracks attendance.
- 2) Advisory Board Chair
- A) Assists the Quality Director in reviewing and suggesting topics for each agenda.
 - B) Assists in welcoming new members.
 - C) Supports recruitment.
 - D) Serves 1-year term.
- 3) Advisory Board Vice-Chair
- A) Serves alongside the Chair to learn the role.
 - B) Serves as Chair the following year.
- 4) Nomination Procedure: Any active member is eligible for chair positions. Candidates for the Chair and Vice-Chair positions will be nominated by the Advisory Board members having at least one year of experience as an Advisory Board member. Nominations will also be accepted from the floor prior to an election.
- 5) Election Procedure: Officers will be elected by the affirmative vote of a majority (51%) of the Advisory Board members present and voting.
- 6) Quorum: A majority (51%) constitutes a quorum of the Advisory Board.
- 7) Term – The standard term will be one year. The term of office will begin at the close of the meeting at which the officer is elected unless otherwise specified.
- 8) Vacancies – The Advisory Board may choose to elect a replacement to complete the term of the Chair or Vice-Chair or to leave the position open until the next scheduled election.

Article VI – Procedures

- 1) Meetings
- A) Regular Meetings: Regular meetings are to be held quarterly from noon to 1 p.m. unless the meeting needs to be rescheduled or canceled due to a holiday, etc. Lunch will be provided.

- B) Special Meetings: Special meetings may be called by the Quality Director or Chair if they deem it necessary. Advisory Board members will be given at least 24 hours notice of the meeting schedule and agenda.
 - C) E-Advisory Board/focus groups: Advisory Board members may opt into an email distribution list where Quality staff may send surveys or discussion questions to solicit specific feedback on a topic or special project. Members may opt out of this group at any time.
 - D) Minutes: Minutes will be kept of all Advisory Board meetings and will be distributed to Advisory Board members. Minutes will be archived by SARH.
- 2) Bylaws
- A) Amendments to the bylaws will be presented by email and discussed and decided upon at the next meeting.
 - B) All bylaw amendments are subject to the SARH Governing Board approval.
- 3) Complaints/Grievances
- A) Any member who has an issue or a complaint regarding Advisory Board issues should follow these procedures:
 - Contact the Director of Quality to inform them of the nature of the problems and attempt to resolve the issue.
 - Unresolved issues will be presented for discussion and resolution at the next monthly Advisory Board meeting.
 - For patient care-related issues, Advisory Board members will be directed to the SARH Quality Department

Article VII – Committees

- 1) Advisory Board Standing Committees: The Advisory Board may have standing committees on which members serve.
- 2) Special Committees or Projects: From time to time, Quality staff may deem it necessary to create a special committee or task force in order to further the work of the Advisory Board. The initiation of such a committee may be requested by any Advisory Board member.

Article VIII – Planning, Reporting and Evaluation

- 1) Minutes from all Advisory Board Meetings will be shared with the SARH Governing Board.

Article IX – Guidelines of Authority

The Advisory Board cannot enter into agreements, contracts, or otherwise bind SARH in any fashion, including no-cost contracts/agreements. No one member of the Advisory Board as a whole can speak on behalf of SARH.

Article X – Confidentiality

- 1) To maintain appropriate and confidential handling of personal information, no SARH patient and/or family member will be discussed by name in Advisory Board meetings
- 2) In the event Advisory Board members have input regarding a particular patient or incident, that information will be channeled to the Director of Quality for further follow-up.