



Patient Technology Advisory Council Charter

- I. **Name:** Patient Technology Advisory Council (PTAC)
- II. **Purpose:** The Patient Technology Advisory Council is comprised of patient and family representatives who will provide consultative feedback regarding our digital technologies. PTAC members are the voice of our patients and family who share our commitment to making it easy for patients to connect with us and a pleasure to be cared for by us.
- III. **Goal:** Use council member feedback to enhance our patients' digital technology journey and make it easier to connect with us. This will be accomplished by gathering experiences, observations, and recommendations from the council members.
- IV. **Specific Objectives:**
 - Understand if our patient facing technology is easy to use and meets the needs of the end user.
 - Assess access to technology and care within our community. Devise digital strategies based on access assessments.
 - Analyze new technology by allowing the council to see software and hardware demonstrations prior to launch.
 - Evaluate patient learning materials and educational events. Provide guidance for improvement and distribution.
 - Recognize and discuss potential cyber safety issues and provide feedback on process improvements designed to keep everyone cyber safe while using CentraCare technologies.
- V. **Council Overview, Structure and Objectives**

This section outlines the composition and function of the PTAC, selection and recruitment of PTAC members, and the relationship between the PTAC and CentraCare.

A. CentraCare Commitment and Support: Key elements of the PTAC provided by CentraCare will include:

- Support and/or direction by CentraCare's Information Systems & Technology Team
- A trained facilitator to lead the Patient Technology Advisory Council meetings



- A succinct written summary of each session that will be shared and communicated with the PTAC members as well as with CentraCare Leadership, Department, and Unit committees as appropriate.
- B. PTAC Membership:** The PTAC will consist of approximately 12 - 15 members to allow for a variety of opinions and feedback while remaining small enough to ensure everyone can actively participate in the discussion.
- a. Criteria for Membership:**
 - i. In-depth knowledge or understanding of modern technology is **not** required. The council will include a wide range of technological expertise.
 - ii. PTAC members must have had a patient or family member care experience at a CentraCare entity within the last year (12 months) of application.
 - iii. CentraCare will consider membership for CentraCare employees and family members of employees.
 - b. Member Selection:**
 - i. All interested candidates shall complete a [short online form](#) and phone screening.
 - ii. Those candidates most suitable to meet the needs and characteristics of the PTAC will be asked to join the council.
 - 1. Ideal members can provide balance through positive and constructive feedback.
 - 2. Potential candidates must be able to commit to bi-monthly meetings (preferably in person; however remote options will be considered).
 - iii. A CentraCare Confidentiality Agreement must be reviewed and signed to be selected as a member.
 - c. Membership Term:** Council members will serve an initial two-year term with the option of accepting an additional one-year commitment. Council members will be appointed yearly on the anniversary month of their first council meeting. CentraCare understands that “life happens” and membership commitments may need to be amended.
 - i. Removal of council members due to inability to attend meetings or inappropriate behavior will be addressed on an individual basis and mutually decided upon by CentraCare Information Systems and Technology staff.



C. Relationship and Compensation:

- a. Members of the CentraCare PTAC will act as advisors to CentraCare and will not hold organizational decision rights.
- b. Members will serve as a volunteer and will not receive compensation for their commitment.
 - i. A meal and refreshments will be provided.
- c. Two selected members of the PTAC may be selected to serve as representation on the CentraCare Patient and Family Advisory Council.

D. Meeting Logistics:

- a. The Council will meet four (4) times per year, one time per quarter. The meeting dates and times will be determined by the council members and CentraCare-
 - i. Once dates/times are determined, the meetings will be scheduled consistently (e.g., 1st Tuesday of every other month at 4:30 pm).
- b. Parking will be provided.
- c. Three council meetings per year will occur at a CentraCare facility in the St. Cloud area. A light dinner will be provided at in-person meetings. One meeting per year, during the winter months, will be held virtually.
- d. Time Commitment: members can expect to dedicate approximately eight (8) hour of PTAC meeting time per year.