

VIRGINIA
Quality of Care
Consumer Advisory Committee

□ **BYLAWS** □

Acknowledgments

In 2016, the Virginia Department of Health with the support and guidance of the Statewide Ryan White Cross-Parts Quality Management Advisory Committee (QMAC) developed and released guidelines for Virginia Consumer Advisory Committee (VACAC) in the Commonwealth of Virginia.

This By-law reflects guidance for the VACAC.

The Virginia Department of Health would like to thank the members of the Statewide Consumer Advisory Committee, and the community members and providers who contributed their time, energy, and expertise to the production of this By-law.

In June 1983, the Second National AIDS Forum was convened in Denver, Colorado. At the meeting, an advisory committee of people with AIDS drafted the “Denver Principles” affirming the right of people with AIDS (PWA) to actively participate in their own health care and to be involved at every level of decision making. Five of the 17 principles played a particularly important role in shaping AIDS policies and programs in the United States. They stated that PWA:

- Have a right to quality medical treatment and quality social service provision without discrimination of any form, including sexual orientation, gender, diagnosis, economic status and race;
- Have a right to full explanations of all medical procedures and risks, to choose or refuse their treatment modalities, to refuse to participate in research without jeopardizing their treatment and to make informed decisions about their lives;
- Have a right to confidentiality of medical records, to human respect, and to choose who their significant others are;
- Should be involved at every level of decision making and specifically serve on the boards of directors of provider organizations; and
- Should be included in all AIDS forums, with equal credibility as other participants, to share their own experiences and knowledge.

By-Law

ARTICLE I NAME

The Name of the committee shall be the Virginia Quality of Care Consumer Advisory Committee, referred to as the VACAC.

Section 1: Mission and Goals

The **mission** of the VACAC is to establish a sustainable partnership with providers to incorporate the experiential perspectives of people living with HIV/AIDS into the quality improvement process. The Virginia Department of Health (VDH) in collaboration with the VACAC will work to ensure that people living with HIV/AIDS have input into the creation, development, and implementation of all their services and related policies.

In the pursuit of this mission, the VACAC system has set the following **goals**:

- To act as liaison between consumers, VDH and service providers.
- To engage, educate, and bring together consumers through a variety of activities that support health promotion and quality of life.
- Assess challenges with linkage to care and identify best practices.
Provide orientations and trainings for new and current VACAC members

on Quality Improvement and the HIV epidemic in Virginia on a regular basis.

- Assess VACAC’s membership yearly to ensure appropriate stakeholders and community representatives are included.

Section 2: Guiding Principles

- A. It’s the VACAC responsibility to provide recommendations to VDH on quality of care issues that affect persons living with HIV and AIDS (PLWH) throughout the Virginia Commonwealth.
- B. Representation of PLWH from diverse communities impacted by the AIDS epidemic is an essential component of the Virginia HIV Quality Management Program to be encouraged.
- C. The planning of VACAC activities must be dynamic, flexible, open to revisions and redirection as new and immediate needs emerge.

Section 3: VACAC Membership Roles and Responsibilities

- A. Convene and attend scheduled VACAC meetings
- B. Provide input on the VDH planning and Quality of Care Program, including, but not limited to, performance measurement, needs assessment, quality improvement projects, quality infrastructure requirements, and targeted consumer and provider initiatives
- C. Inform and educate PLWH about current and future quality initiatives of the VDH’s HIV Quality of Care Program
- D. Participate actively in local groups (i.e., facility-level consumer advisory boards, or quality management committee, etc.).
- E. Active participation shall be defined as participation that is consistent with the VACAC’s criteria for voting or “full” membership. This shall include, at a minimum, attendance at regularly scheduled meetings. Bring local and regional issues that have an impact on the quality of care provided to PLWHA to the attention of VDH staff
- F. Elect two Co-Chairs every three years

Section 4: Membership Composition

- A. The VACAC membership is unlimited and shall be comprised of members representing each of the five health regions of the Virginia Commonwealth (Central, Eastern, Northern, Southwest, and Northwest), and members representing special targeted groups. Committee composition shall thus reflect diverse communities impacted by the HIV epidemic in Virginia. Special consideration shall be given to geography, gender, age, race/ethnicity, sexual orientation, and exposure category.

VACAC should be composed of current or past HIV+ clients. VACAC and agencies should work together to decide on member recruitment and the process for selecting and seating members.

- B. The Executive Committee of the VACAC shall be comprised of a maximum of 20 members, with three members representing each of the five health regions of the Virginia Commonwealth (Central, Eastern, Northern, Southwest, and Northwest), and five members representing special targeted groups. Included among the 20 members are the two Co-Chairs.

Section 5: Two Chairpersons

VACAC should have two Co-chairs. The chairs of the group generally serve as the meeting leaders. In the absence of one chair, the second chair will generally be the meeting leader. **The term of service of VACAC Co-Chairs shall be 3 years.**

The chair is responsible for several things:

Facilitate the meeting. Facilitation includes many different responsibilities, including all of the following:

- **Call the meeting to order.** The chairs are the persons who will decide when to begin the meeting.
- **Move through the agenda.** It is up to the chairs to ensure that the meeting moves smoothly and does not get stuck for too long on any one topic.
- **Recognize people who want to speak.** The chairs should decide who should speak when so that everyone does not speak at the same time.
- **Acknowledge motions.** Once a member has made a motion, the chairs must acknowledge it and ask for a second. The chairs must then be sure that the group follows established voting procedure when acting on the motion. Referral to governance by some variation of Robert Rules of Order.
- **Keep track of time.** Most people don't have all day to sit at a meeting. It is the chairs' job to ensure that the meeting runs at a fluid pace and does not run over time.
- **Close the meeting.** In some cases, the chairs will request a motion to adjourn. In other cases, the chairs will simply end the meeting if no one has anything else to say.

Preparing an Agenda

The VACAC Co-chairs are responsible for preparing the meeting agenda with input from the members. A comprehensive meeting agenda will include the following core components:

- **Welcome.** This is where the Co-chairs will call the meeting to order and welcome members and guests.
- **Introductions.** This is always an important step, especially where group members and guests may change from meeting to meeting.
- **Review/Approval of minutes from last meeting.** This is the group's opportunity to confirm or not confirm the report of what happened at the last meeting.
- **Old Business.** This item gives the group the opportunity to revisit any issues from previous meetings that have not yet been resolved.
- **New Business.** This is where the group has the opportunity to bring up new items that have not yet been discussed.
- **Presentation (if any).** This is the time during which any members or invited guests would have the opportunity to give a presentation about a particular topic of interest to the group.
- **Announcements/Information Sharing.** This is when group members may announce upcoming events, items of interest, the time and date of the next meeting, etc.
- **Adjourn.** The Co-chair end the meeting.

Section 6: Two Chairs

Two Co-Chairs shall chair the VACAC: one appointed by the VDH and one elected by VACAC members. The term of service of VACAC Chairs shall be three years, to ensure organizational memory of the committee. The Chairs will make every attempt to include each other any and all decisions and actions to be taken as Chairs.

VACAC Co-chairs' roles include:

- Assisting in the preparation of meeting agendas
- Reviewing draft meeting minutes prior to distribution
- Facilitating all regular and special VACAC meetings
- Representing VACAC and reporting on committee activities during scheduled meetings
- Co-signing VACAC correspondences
- Conveying local or regional issues to the VACAC on behalf of members

It is also the responsibility of VACAC chairs and members to notify VDH staff at least 48 hours when they are unable to attend or will be more than 45 minutes late for full VACAC meetings.

Section 7: Nominations

Nominations for VACAC membership shall be opened when a regional seat becomes vacant. Individuals may be nominated for appointment to the VACAC by current VACAC members or community members. Individuals may also self-nominate by contacting the VDH Quality Management Coordinator or the VACAC chairpersons.

The nomination process may include confidential self-disclosed information regarding personal and professional background, race/ethnicity, gender, age, gender, and region of residence, and an attestation regarding disclosure of confidential HIV-related information.

Section 8: Appointments, Term Limits, Resignation, Removal and Re-applying

A. Appointments

Appointments shall be made to ensure that there is broad and diverse representation throughout the Virginia Commonwealth. Appointments shall be based on statewide regional need, nominees' HIV-related knowledge, and the guiding principles of these by-laws.

VACAC member recommendations are forwarded to VDH Quality Management Coordinator and VACAC Co-Chairs for review. Co-Chairs in collaboration with VDH staff appoint members to serve on the VACAC.

B. Term Limits

The term of membership is two years. Every member is required to leave the Committee after serving three consecutive terms or a total of 6 years. Terms can be extended at the discretion of the VDH Quality Management Coordinator to maintain organizational continuity and stability.

C. Resignation

A member may resign from the VACAC providing written notification to VDH Quality Management Coordinator.

D. Removal

Any member can be dismissed from the VACAC for causes including but not limited to:

1. Failure to attend two in person meetings in any calendar year without prior approval from the VACAC Co-chairs
2. For conduct not consistent with the mission and principle goals and objectives of the VACAC.
3. For significant and/or consistent failure to fulfill VACAC member responsibilities

Removal of a member shall occur only after the allegations of misconduct have been thoroughly investigated, the member has had an opportunity to respond to the charges against them, and the member has had an opportunity to institute a plan of corrective action where it is appropriate to do so. To affect the removal of a VACAC member under this clause, the recommendation for removal must include a full report of findings and document any unsuccessful attempt to rectify the situation.

Section 9: Vacancies

Any replacement of vacant seats of the VACAC resulting from resignation or any other cause shall be filled according to the procedures contained in ARTICLE II of these by-laws.

ARTICLE II GOVERNANCE OF MEETINGS

Section 1: Attendance and Quorum

VACAC meetings shall be held at such times and places as designated. Failure of any member to attend two planned meetings in any calendar year (January – December) shall result in removal from the VACAC. Three incidents of tardiness equal to or greater than forty-five (45) minutes without prior notification shall constitute one absence for the purposes of the attendance requirement.

A quorum for voting is fifty percent (50%) plus one of the full VACAC voting memberships. Proxy representation or voting means that a substitute could represent and/or vote in place of a member. Proxy voting or representation is not allowed. Members need to be prepared to make the time commitment to participate in VACAC activities and meetings.

Section 2: Ground rules

Meetings will be conducted in accordance with the *Virginia Ryan White Cross-Parts QMAC Ground Rules*:

- Everyone participates, no one dominates
- **Staying on subject and follow the agenda** is everyone's responsibility
- Deal with the real issues; avoid seeing only what you want to see.
- **One person speaks at a time.**
- Success depends on 100% participation, share ideas, ask questions, draw others out, be **constructive, honest debate is desirable.**
- Be positive, non-judgmental and open to new ideas

- Respect each other's thinking and value their contributions
- Manage group work
- **Attack problems, not people.**
- No story telling
- Have fun!

ARTICLE III CONFLICT OF INTEREST

The rules contained in this section apply to all VACAC members, members of workgroups, staff members, and contractors, all of whom shall be referred to as VACAC members in this section. VACAC members are expected to openly identify any potential areas of conflict of interest in fulfilling their responsibilities. Identification of conflict of interest should be made verbally during any meeting in which a conflict arises and in writing to the Co-chair in advance if possible.

- A.** For the purpose of this section, conflict of interest shall be defined as participation in decision-making which has direct fiscal or fiduciary benefits including, without limitations to, ownership, employment, contractual and sub-contractual, creditors, board members, staff, entities, individuals, family members or significant others. This definition is inclusive of any interest that existed at any time during the twelve months preceding the decision or vote (with respect to any issue being called to a vote).
- B.** No VACAC member shall use his/her relationship with the VACAC for private gain.
- C.** Whenever any matter arises with respect to which a VACAC member either has a conflict of interest or has any questions about the existence of a conflict, he/she is required to fully disclose such conflict or possible conflict before the matter in question is discussed.
- D.** Persons with conflicts of interest as defined herein may participate in the discussion of the matter in question, but shall not vote on that matter.

ARTICLE IV MINUTES AND RECORDS

VDH shall keep minutes of all proceedings and such other books and records as may be required for the proper conduct of VACAC business and affairs. These documents shall be public record.

ARTICLE V AMENDMENTS

These By-Laws may be amended at regular or special meetings of the VACAC. Written notice of the proposed By-Law change shall be mailed or delivered to each member at least two weeks prior to the date of the meeting. By-Law changes require a two-thirds majority vote of the VACAC membership.

ARTICLE VI RATIFICATION

These By-Laws go into effect upon two-thirds majority vote of the VACAC.

ARTICLE VII DURATION

The VACAC shall remain in existence for as long as the VDH remains in existence.

I have read and agree to adhere to the CAC Bylaws

VACAC Member Signature
Date

**VIRGINIA CONSUMER ADVISORY COMMITTEE (VACAC)
COMMITTEE MEMBER APPLICATION INFORMATION FORM**

Date: _____ Source/Referral _____

Representation: _____

Name _____

Mailing Address _____

Phone # (W) _____ (Cell Phone) _____
(H) _____ (Fax) _____

E-Mail _____

Conflict of Interest _____

Present Employment _____

Please state your qualifications, interest and/or reasons for wanting to be a member of the QMAC.

Interviewed by: _____ phone e-mail _____ letter _____

Communication:

Identification of conflict of interest should be made verbally during any meeting in which a conflict arises and in writing to the Chair in advance if possible.

Approval/Comments:

Co- Chair _____ Date _____

VDH QM Coordinator _____ Date _____