

GENESEE HEALTH SYSTEM CONSUMER COUNCIL BY-LAWS

Article I - Name, Purpose

1. Name

The name of this Committee is the Genesee Health System Consumer Council, hereinafter referred to as the CC.

2. Purpose and Scope

The purpose of the CC is to provide a forum for consumers, their families, and members of consumer advocacy and community groups to provide input regarding Genesee Health System (GHS) programs, policies, and procedures. The CC will regularly review data regarding informal and formal complaints and make recommendations to the Board of Directors about possible ways of preventing or reducing the number of complaints received.

The CC is a standing committee of the GHS Quality Assessment and Performance Improvement Program (QAPIP). As such, its recommendations are processed through the formal mechanisms described in that Plan.

Article II -- Membership, Vacancies

1. Membership

In addition to the Chair, the Vice-Chair, the Co-Secretary, and the Parliamentarian, (see Article IV), the membership of the CC will be representative of the persons who utilize GHS services and will include:

- Persons who are receiving direct services from the GHS Provider Network, and/or their family members.
- Representatives of consumer advocacy groups.
- Community representatives.
- A liaison from the GHS Board of Directors.

CC shall be made up of at least 50% primary consumers with the remaining 50% divided between secondary consumers, advocacy and community groups and the GHS Board liaison.

The following GHS staff will support and assist, in an advisory capacity, the CC in its activities:

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- Supervisor or designee, Customer Services Department
- Supervisor or designee, Quality Management Department
- Senior Director of Clinical Services
- Chief Executive Officer, ex officio

Total membership in Consumer Council may not exceed thirty (30) members.

2. Term

A term of membership on the CC shall be two (2) years. After two years, individuals must be off CC for at least one (1) year, and may reapply for membership after one year. Exceptions to this rule include extraordinary circumstances that disrupt normal operations of the council, such as a natural disaster or if there are no replacement for officers. The officers will be empowered to continue as officer until replacements assume office

3. Method of Appointment

Persons interested in being nominated to serve on the CC may be recommended for membership by other CC members, GHS staff, or by completing an application directly. In order to be eligible for nomination, individuals must complete the next available six week Consumer Recruitment class available through Customer Services. Potential members must attend one meeting, get voted in the second meeting they attend, and start getting paid stipends on the third meeting. The majority of CC members present shall vote to accept new members. The names of new members will be presented to the next meeting of the GHS Board of Directors for formal approval.

Membership applications are available through the Customer Services Department.

4. Removal of Members

In the event a member is absent for three (3) consecutive general meetings, the CC may recommend termination of that member from the Council. Prior

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to terminating a member, the member will be contacted by phone or letter, notifying the member of their pending termination.

Article III - Meetings

1. General Meetings

General meetings of the CC shall be held on the following schedule: February, May, July, September, & November. Meetings may occur more or less frequently at the discretion of the Chair and/or Vice Chair. If any additional meetings are required, a minimum of 15 days notice will be given to all CC members.

2. Special Meetings / Ad Hoc Committees

In addition to general meetings, CC members may participate on standing or *ad hoc* advisory groups or committees, or other special project initiatives of the Board of Directors.

3. Per Diems

CC members will receive a per diem payment for any general or special purpose meeting, committee, or ad hoc advisory group in which they participate. However, no more than one per diem may be paid per member per day, regardless of the number of meetings attended that day. *Per diem payments for persons nominated for membership by the CC shall not commence until the individual is formally approved for membership by the GHS Board of Directors.* Payment of per diems shall be made no less often than monthly.

4. Meeting Notification

A notice of every general or special CC meeting will be mailed to each member and each member will receive a phone call which will include location, date, and time.

Article IV -- Officers, Committees

1. Officers

The following officers shall serve on the CC:

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Chair - The Chair will be a primary or secondary consumer and will co-facilitate CC meetings with the Vice Chair. The Chair will appoint chairs and members to all other committees as designated by the CC.

Vice Chair - The Vice Chair will be a primary or secondary consumer and will co-facilitate the meeting with the Chair.

Secretary - The secretary of the CC will be responsible for completion and distribution of minutes and meeting notices.

Co-Secretary (which will be a primary or secondary consumer) to work with secretary.

Parliamentarian: Consumer (primary or secondary) to keep order during the meeting.

The following GHS staff will support and assist, in an advisory capacity, the CC in its activities:

- Supervisor or designee, Customer Services Department
- Supervisor or designee, Quality Management Department
- Senior Director of Clinical Services
- Chief Executive Officer, ex officio

2. Committees

The CC may organize advisory groups, ad hoc committees, or work groups as required to carry out its purposes. These groups will report to the Vice Chair. The ongoing activities of any advisory groups, ad hoc committees, or work groups shall be reported to the CC at each general meeting.

Article V -- Parliamentary Procedures

1. Rules

A majority of CC members at any meeting will constitute a quorum and will be authorized to take action on behalf of the entire CC.

Robert's Rules of Order - Revised, shall be the governing parliamentary law of the CC, except where otherwise noted in these By-Laws.

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Article VI - By-Laws, Amendments

1. By-Laws

Any proposed changes or amendments to the By-Laws shall be reviewed and approved by the CC. A vote by the majority of CC members present shall constitute approval on behalf of the entire CC. The GHS Board of Directors shall make final approval of proposed By-Law revisions.

Substantive changes that conflict with the Quality Assessment and Performance Improvement Program (QAPIP) must be approved as an amendment to the QAPIP by the Board of Directors.