

Vivent Health Patient and Client Experience Advisory Committee Charter

Purpose and Role of Committee

1. Purpose

The Patient and Client Experience Advisory Committee is an advisory committee of Vivent Health, granted authority by the Chief Executive Officer (CEO) and Executive Leadership Team (ELT). The committee is responsible for identifying opportunities where Vivent Health can enhance the programs, services, and environment it provides for the people it serves, and subsequently making recommendations to the ELT on areas of improvement related to patient and client experience.

Consistent with our mission of helping the people we serve thrive because we believe every person has value and should be treated with respect, Vivent Health recognizes it has a responsibility to ensure the best possible patient and client experience. Accordingly, Vivent Health is reimagining our patient and client engagement program with the goal of centering the experience and needs of our patients and clients in programmatic, operational and communication workflows.

Core to this work will be our intentional, authentic and transparent use of the principles of meaningful involvement of people living with and at-risk for HIV (MIPA). MIPA and its associated frameworks will serve as a model as we work to improve the solicitation and collection of patient and client feedback and as a mechanism for making changes to services.

2. Scope

The scope of the Patient and Client Experience Advisory Committee includes:

- Develop a consistent, organization-wide framework for soliciting actionable, meaningful feedback from individuals who receive Vivent Health services
- Develop recommendations for programmatic and policy changes to the ELT, Vice Presidents of Operations, programmatic leaders and other appropriate Committees based on feedback received
- Ensure alignment for client and patient engagement consistent with Vivent Health's mission and the expectations of funders, as appropriate
- Consult with Vivent Health general counsel when policy related legal or regulatory questions arise

3. Roles

- Co-Chairs, Chief Development Officer Margaret Lidstone and Chief Advocacy Officer Bill Keeton (appointed by the ELT):

- Act as a guide and utilize diplomatic leadership skills to ensure a properly functioning committee
- Set the committee agenda
- Prepare or delegate the preparation of meeting materials such as minutes, documents for review, or presentations
- Oversee the composition of the committee and plans for the appointment, resignation, replacement, and removal of members
- Act as a spokesperson for the committee at Enterprise-wide or departmental meetings
- Ensure that decisions made by the committee are reflective of the mission and values of the Enterprise, and inclusive of those expected to implement the decisions
- Committee administrator:
 - Work closely with the Chair and/or Co-Chair to schedule meetings and complete delegated administrative tasks
 - Manage time during the meeting
 - Track attendance
 - Document committee activities, action items, decisions, and directives
 - Call for agenda items

4. Subcommittees

The committee will form and delegate authority to subcommittees or taskforces of the committee to address the unique opportunities for patient and client experience enhancement in order to be and reflective of and responsive to the diverse needs of the organization based on geography and market.

Committee Membership

1. Membership

To provide diverse perspectives of our policy, procedures, guidelines, and standard operating procedures, the term of committee members is generally a two-year term. There are circumstances for which members may be invited to serve for more than two years. Ideally, no more than 1/3 of members would turn over in a single year to ensure continuity. New committee members should be provided with an orientation to committee activities and assigned a senior-level mentor from the committee for additional support and succession planning.

Members of the committee shall include (in addition to the Co-Chairs) (2):

- A Vice President of Operations, or their designee (1)
- The Director of Quality Assurance (1)
- A Vivent Health staff member or contracted employee from the health services team (1)

- At Vivent Health staff person from the pharmacy team (1)
- A Vivent Health staff member at or below the Director level with direct service provision responsibilities from each state in which Vivent Health operates, and which represent the diversity of programs Vivent Health provides (5 total)
- At least two individuals who receive Vivent Health services from each major market (Austin, Chicago, Denver, Kansas City, Milwaukee, and St. Louis) and at least two from greater Wisconsin and who represent the diversity of people Vivent Health serves (14 total)

2. Composition

The committee should include representation from our diverse service areas and reflect the diversity of people Vivent Health serves. There should be no more than two representatives from one service area and no more than 3 representatives from a single job function/family. The goal is to see representation from various spaces and points of view – which is not limited to only operations employees.

3. Criteria for Membership

- Willingness to learn and subsequently apply the principles of Meaningful Involvement of People with HIV/AIDS (MIPA), recognition of stigma and strategies to mitigate its impact and the plan, do, study, act (PDSA) cycle of change
- Capacity and willingness to use data to drive decisions, to actively listen to and appreciate the views of the people we serve, and to serve as a champion in the changes identified to better provide care and treatment to the people we serve.
- Solid track record of performance/credibility
- Willingness to challenge groupthink and historic norms
- Willingness and availability to regularly attend meetings
- Committed to engaging in respectful discourse and willing to disagree without being disagreeable.

4. Appointment, Resignation, and Removal

1. *Appointment*

Members of this committee will be appointed by a respective Executive Leadership Team member.

2. *Resignation*

In the event of resignation from the organization or the need for a committee member to resign due to personal or professional circumstances, the committee will replace that member with a new champion at the time of resignation.

3. Removal

Members who do not consistently engage in meetings (missing greater than 50% in a six-month period) and/or activities of the committee or are not meeting the minimum membership criteria may be asked to discontinue participation.

Committee Structure

1. Frequency and Length of Meetings

The Patient and Client Experience Advisory Committee will hold meetings six (6) times in a calendar year, at minimum. The committee chair may call ad hoc meetings, as needed, for the execution of timely policy-related tasks and decisions. Meeting should be scheduled for ninety minutes and may be adjourned early if all committee business is addressed.

2. Committee Activities and Communications Between Meetings

The committee may leverage electronic communication such as email or Teams messaging for communication between meetings.

Review and committee approval of revisions to existing policies may be done electronically (ideally using Outlook voting), however, if any committee member recommends discussion of a policy under review/revision, it must be discussed at the next committee meeting prior to approval.

Proposed new policy drafts should be sent to all committee members for review at least two weeks prior to the next meeting. Members should be prepared to discuss concerns about a proposed new policy prior to committee approval of the new policy.

3. Meeting Agendas

Annually, the committee chairs, in partnership with the ELT, will define the agenda topics and timeline for committee meetings.

4. Meeting Notes

Meeting notes will be taken and posted for all members and ELT to reference.

Committee Charter Review

Review the charter at least annually and update it as needed to respond to new oversight needs or requirements