1. **PURPOSE:** Under the direction of the Director, the Veteran and Family Advisory Board (VFAB) will assist and promote opportunities for cultural transformation in both the practice and experience of health care by coordinating and assisting with the Voice of the Veteran and the Voice of the Family throughout the VA Portland Health Care System (VAPORHCS).

2. **POLICY:** The VFAB utilizes the ICARE Values by opening direct lines of communication with those we serve.

3. **ACTION:**
   
   A. Responsibilities:
      
      1. Provide feedback to the Director that informs organizational priorities related to Veteran service issues;
      
      2. Use the philosophy of the VHA’s 12 Core Principles of Patient Centered Care and inform the purpose and work on this Advisory Board;
      
      3. Establish and maintain VFAB Group By-Laws;
      
      4. Assist in promoting highly effective practices in response to Veteran needs;
      
      5. Improve the Veteran Experience as measured by data-gathering tools; and
      
      6. Conduct self-assessment at least annually.
   
   B. Meetings: The VFAB will meet at least quarterly.
   
   C. Attendance: VFAB members are expected to be present for meetings. Full and active attendance is essential to the proper and effective functioning of the VFAB.
   
   D. Minutes: VFAB meeting minutes will be reviewed and approved by its members. Approval of the minutes requires a majority vote of approval from those members present. VFAB attendance will be reported in the minutes, including those present, excused and absent.

4. **MEMBERSHIP:** The VFAB membership will include Veterans and Veteran-family members. One VFAB member will serve as Chair and one member as the Vice-Chair. Meetings will be recorded by VAPORHCS staff support. Staff support will also facilitate guest speakers and other resources such as food and drink. Other members will include Veterans and family members. VFAB members shall serve a minimum of a two-year term. VFAB membership breakdown will be provided within the Board By-laws, by working to attain and match the demographics of the current Veteran population seen by this VAPORHCS. External and internal stakeholders may be invited to provide input to the Board on an ad-hoc basis.

5. **STRUCTURE:** The VFAB Chairs will have the authority to convene time-limited project specific groups and ad-hoc advisory groups to assist the VFAB in accomplishing its assigned responsibilities.