

# **MEMBER ADVISORY COUNCIL**

**CareOregon, Inc.**

## **BYLAWS**

**Approved March 2011**

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# **MEMBER ADVISORY COUNCIL BYLAWS**

February 18, 2011



## **PURPOSE**

The Member Advisory Council (MAC) takes an active role in improving the CareOregon member experience. The council identifies improvement opportunities, provides general feedback and ideas about CareOregon department plans/activities/programs and works to engage fellow CareOregon members and the community on health care issues.

## **COMPOSITION**

The MAC shall be composed of 10-15 members and must be enrolled with CareOregon, or represent a current CareOregon member. The MAC shall represent the diversity of the CareOregon member population. Members will serve a 2-year term, and may be re-appointed for another term.

## **OFFICERS**

The MAC will be led by Council Officers. The officers shall be chosen among the MAC members, and shall include a Chair, Vice-Chair and Scribe. Other officer positions may be determined by the MAC. Nominees for MAC Officer positions shall be presented annually at the March meeting and elected by a majority vote of the members present. The Chair shall appoint the position of Ambassador.

## **NOMINATIONS**

Nominations for additional or vacant positions will be submitted to the MAC. The nominee must fill out a MAC member application for consideration. The MAC shall approve new members by a majority vote.

## **REMOVAL**

CareOregon and the MAC are committed to creating a work environment that promotes dignity and respect for all, and is free from harassment and discrimination. A MAC member may be removed whenever the best interests of the MAC or CareOregon will be served, specifically if gross misconduct is observed. A MAC member may also request removal of another MAC member. The member whose removal is placed in issue shall be given prior notice of his/her removal, and a reasonable opportunity to appear and be heard at a MAC meeting. A member may be removed by a vote of two-thirds of the members on the MAC.

Continuous and frequent absences from the MAC meetings, without prior notice of reasonable excuse, shall be a reason for removal. In the event that a member is absent for three consecutive meetings, the MAC shall consider removing the individual from the MAC. A member's absence from four consecutive shall be considered an implied resignation of his/her membership on the MAC.

## **RESPONSIBILITIES**

MAC members must possess an interest in health care issues and have the desire to provide feedback and suggestions for improvement or enhancement of CareOregon activities and programs.

### **Specific Duties**

1. Learn about CareOregon's activities and programs and provide feedback
2. Help design and review member materials as needed
3. Write articles and provide information for member newsletter and content for the website
4. Plan annual member/community "open house" event
5. Develop Story Telling Program and prepare members to tell their story and help find venues for them to give testimony or testimonials

6. Orient new CareOregon employees to MAC and member perspective
7. Participate in additional projects and events to engage CareOregon members and the community in promoting wellness and improving the health care system
8. Participate in legislative issues and advocacy when appropriate

## **MEETINGS**

**TIMES AND MINUTES** – MAC meetings are scheduled to meeting monthly, on the second Tuesday from 1:00pm-3:00pm at the CareOregon office. Meeting times may change as needed. CareOregon staff will support the MAC Chair to prepare the agenda. MAC members and staff participants are notified of the upcoming meeting date and materials are mailed or emailed in advance. The meeting is facilitated by the Chair and the minutes are prepared by the Scribe and approved by the full MAC at the following meeting.

**VOTING** – Any member may bring an item forward for a vote by the Council. The MAC may act by a majority vote of the members when a quorum is present. Each member is entitled one vote. A quorum shall consist of a majority of total membership.

## **CODE OF CONDUCT**

MAC members are expected to:

- Treat each other with dignity and respect
- Make every effort to come to meetings and events on time
- Come prepared to meetings and participate
- No interrupting or “cross-talk”
- Refrain from cursing, swearing, or using derogatory language
- Listen to each other

## **APPENDIX**

### **Officer Roles & Responsibilities**

Chair – Primary role is to facilitate meetings, work with the Vice-Chair and CareOregon staff to set agenda for each meeting.

Vice-Chair – Primary role is to assist Chair in setting agendas, assist Chair in facilitating meetings by keeping time, calling members to remind them of each meeting, provide back up for Scribe if needed.

Scribe – Primary role is to take notes at each meeting and maintain Council documents.

Ambassador – Primary role is to act as a liaison/advocate on member issues.

### **Basic Meeting Procedures**

Basic rules of order are designed to ensure effective meetings where everyone has a chance to participate and to share ideas. The Chair will facilitate the meeting to be sure the agenda is followed in a timely manner.

Decision making will be done when an idea is presented, discussed and then voted on. Approval will occur with a majority vote, either by show of hands or anonymous ballot. A quorum, or majority, of members must be present for a vote to occur.

Only one member should talk at a time. Every member should have a chance to speak on an issue before a member speaks for the second time on the same issue.