



Patient Advisory Council (PAC) Meeting Agenda and Minutes

April 28, 2020 – 5:30 p.m. –7:30 p.m.

Mission: We are a group of patients who advocate for the WMC Community to continuously improve the patient experience. We strive to increase the health and wellbeing of each WMC patient.

Vision: We will build relationships within the WMC Community to listen, learn, and seek opportunities to promote personal, compassionate, patient-centered care.

Meeting Objectives

- ✓ Identify revisions and recommendations to WMC in materials and communications
- ✓ Generate action steps for each individual on each Committee

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1. **Welcome** **10 min**
 - Present: Jim Crockett, Carol Caufield, Audrey Duman, Jack Gibbs, Larry Glassburn, Marie Judish, Barb Romero, Caitlin Barba, Stacey Halvorsen
 - Absent: Trish Julian, Dave Roberts, Mary Jones
 - Review Meeting Agenda and Objectives
 - Minutes review and approval from last month (minutes not completed yet)
 - HeartMath
 2. **Advisory Session** **10 min**
 - WMC website is being reorganized; resources for patients are being added regularly.
 - Serious illness conversations are taking a higher priority based on PAC input on the importance of these discussions taking place earlier rather later given the current COVID-19 environment.
 - Surveys going out via Survey Monkey to 724 patients' email addresses for feedback on their televisit experience.
 - If interested in assisting with the electronic distribution of the surveys, contact Caitlin (task can be completed remotely).
 - Webinars - Fridays at 10 a.m. Other topics?
 - Webinars completed are archived for replay at any time on the WMC site linked from the main page
 - Using emails from the televisit surveys, will opt patients in to the Pulse newsletter distribution
 - Mental health with COVID-19 (managing stress, anxiety, etc.); potential website is My Strength
 - Mask making – patients will be required to use masks over the next year. Let Caitlin know if you are interested in joining the sewing masks. More information to come.
 - ART2 Conference tentatively being rescheduled for a one-day teleconference in July/August.
 3. **Review Project List** **70 min**
 - [PAC project list review](#):
 - Winter Drive will not take place in 2020 with COVID concerns.
 - Bereavement project – opportunity to enhance to as some patients may have bereavement impacts based on COVID associations.

- [Annual PAC presentation to staff](#)
 - Reviewed presentation Carol and Jim created.
 - Incorporated PAC participation in strategy and WMC operations meetings, education survey Medicare meetings, etc.
- Patient outreach calls - process, workflows
 - Stacey is emailing patients who will be receiving outreach calls.
 - PAC training scheduled for April 29 (including list access, documentation, and call scripts).
 - The call lists will be located in the PAC mailbox.
- Next Pulse issue
 - Monthly publication starting with May; topics will include Medical ID cards, advanced cardiovascular tests, webinars, staff feature on Samantha Dreher (Jack), COVID-19 information, link to WMC resource page, information on PAC outreach calls (Larry).
 - Distribution will be to all patients via email.
 - Everyone will be auto subscribed; patients can opt out if they don't want to receive future editions.
- PAC Recruitment
 - Of the three applicants interested in joining; one applicant has not submitted application paperwork and the other two are on hold
 - Jim to reach out to three pending team members to determine if there is interest.
- [PAC handbook](#) and [Tracker](#) - PAC choose sections to document
 - Jack completed several sections.
 - Other sections to be claimed by PAC members using the tracker document and inputting the information in the PAC handbook document (in Google Docs).
- Food security and hunger
 - Audrey raised the topic of food security anxiety and patients and their families facing hunger as a result of the COVID-19 crisis.
 - Barb offered to call grocery stores to see if they are willing to provide gift cards. She will also call the Hunger Free Colorado hotline to see what ideas/suggestions they might have related to lack of food at some foodbanks.
 - Potentially soliciting donations for gift cards that would go directly to the patients that have need.
 - Stacey will ask providers for their input.
 - Audrey offered to be the PAC contact when providers/staff have identified patients needing food assistance; she would work with Barb on the grocery stores and other resources.

4. **Next Steps in 30 Days!**

15 min

- Stacey/Caitlin – distribute list of patients for PAC outreach to PAC (email to PAC email).
- Stacey - email/message on portal to the patients on the PAC outreach list notifying them of upcoming call.
- Stacey – set up Zoom meeting for Sam and Jack interview for the Pulse.
- Stacey – email providers/staff asking about food insecurity needs, coordinate with Audrey based on results.
- Stacey – complete Pulse draft and send to PAC for approval.
- Stacey – resend invite for 4/29 training and include invite to observe PAC presentation at staff meeting Thursday
- Audrey, Barb – call food resource hotline, call grocery stores about potential gift card donations.
- Jim, Carol – present at staff meeting on 4/30.
- Jim – assist Stacey on Pulse assembly, writing articles (and editing).
- Jim, Barb, Audrey, Carol, Larry, Mary, Jack, Marie – call 20 patients as part of PAC outreach project; attend PAC outreach call training 4/29 at 10 a.m.
- Jim, Barb, Audrey – assist in televisit survey email compilation.
- Jack – interview Sam for Pulse and write article.

- Larry – write patient outreach call article for Pulse.
- Marie - send link to PAC handbook.
- All - review PAC handbook, sign up to write sections on task manager.
- All - review PAC presentation slides and let Carol and Jim know of any additional edits before Thursday.
- Jim to reach out to the two applicants to determine if they are still interested in joining PAC.
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5. **Closing (Marie)** **5 min**

- Adjourn
- Next virtual meeting: May 26, 2020 – 5:30 p.m.-7:30 p.m.

Patient Comment Cards - 2020

Date Added	Category	Comments	Follow-Up?	Notes
1/24/20	concern from 12/10	Sat and listened to a man and woman w/PAC bullshit in front lobby for 1 hr. Take it behind closed doors. We don't feel well. Anonymous	Will discuss with PAC	
2/25/20	Suggestion	I would like to suggest that you no longer have a cancelation fee. I believe that it is wrong.		