



Patient Advisory Council (PAC) Welcome Meeting Minutes

December 12, 2017

Present PAC Members: Bill Sheehan, Jim Crockett, Jack Gibbs, Larry Glassburn, Marie Judish, Carol Caufield, Christian Pacas

Facilitators: Stacey Hammond and Caitlin Barba

WMC Staff: Stacey Hammond, Caitlin Barba, Kellen Brewer, Chelsea Keene

Meeting Objectives

- ✓ Build a sense of community
- ✓ Identify assets/resources within the community
- ✓ Identify personal interests in community issues
- ✓ Understand that patients can have a role in solving community issues
- ✓ Identify and learn about issues in the community
- ✓ Complete PAC vision statement
- ✓ Continue work on PAC structure/org chart

Topics

Welcome

1.) Administrative Tasks

- a.) Reviewed Meeting Objectives and Agenda.
- b.) Reviewed Minutes from 11/21/2017: [PAC approved.](#)
- c.) Reports/Updates:
 - i. Health and Religion Panel: Carol, Bill, and Marie attended.
 1. [Found it interesting that all faiths allowed individual medical decision making. Additional questions for panelists were emailed, and are waiting on 3 of 4 panelists to respond.](#)
 2. [Discussion: How would feedback from panelists inform PAC?](#)
 - [Help office/providers know when to ask patients about faith.](#)
 - [Gives opportunity to understand various religions, do due diligence to avoid disrespecting others when interviewing or interacting with others.](#)
 - [PAC members would like some guidelines for maintaining religious sensitivity in interviews and research.](#)

- ii. Website Bios/Photos: All PAC members, please send to Kellen.

Training - Patient Profile

1.) Reviewed Profile:

- a. *Discussed purpose and context.*
- b. *Group Reflection:*
 - i. Careers shape identity and viewpoint
 - ii. Providers are in service industry, working to serve their patients better
 - iii. Perceptions of identity by others vs true identity - importance of avoiding assumptions
 - iv. All people make assumptions, acknowledging the stereotypes that exist does not equate to agreement with or belief in stereotype

2.) Communication

- a. See slides for details on training activities.
- b. *Discussion: What is active listening?*
 - i. Focus on what you are hearing
 - ii. Clear your mind of thoughts as others are speaking
 - iii. Ask open-ended questions vs questions with answers in yes/no
- c. Exercise: One person in each group speaks for 1 minute about their favorite foods and the other practice active listening.

PAC Structure

- 1.) Vision Statements: *Reviewed group 1 and 2 statement. Brainstormed/discussed ways to combine statements.*
 - a. Both groups agree to include: PAC and WMC collaborate and/or work in concert
 - b. Example Statements:
 - i. "PAC strives to integrate/embed into WMC as a formal structure responsible for advocating and communicating..."
 - ii. "PAC as an entity of WMC collaborates with staff, providers, patients, and community partners.."
 - iii. "The PAC as an entity of WMC collaborates with the WMC staff, provider, patient and community partners to meet diverse patient needs, providing professional services to maintain and improve patient experience."
 - c. *Vision started to resemble mission, PAC will continue to reflect individually and formulate combined statement between now and next meeting.*

Community Asset Mapping

- 1.) Patient Data: Caitlin to Compile data requested by PAC, verified requested data criteria/requirements.
- 2.) Group Updates: Each group shared their progress with community asset mapping process.
 - a. Group 1: Identified Assets - patients, partners, building/supplies.
Research/Collection Methods - demographic data, previous surveys, patients, gather via email to staff, clinic observation completed.
 - b. Group 2: Identified Assets - community partners, patients, grants.
Research/Collection Methods - demographic surveys (online), gather via email, phone interviews, focus groups, online research, community interviews.
- 3.) Next Steps: Research/Data Collection - Formed Groups to collect research for map.
 - a. Patients- interviews/focus groups: Jim, Christian, Larry
 - b. Clinic Observation - Marie, Jack, Larry
 - c. Community Partners - interviews/focus groups: Bill, Carol
 - d. Staff - interviews/focus groups: Bill, Christian
 - e. Data/research : Marie, Jack

Closing

- 1.) Reviewed Upcoming Meeting Dates: Next Meeting is January 23!
- 2.) Next Meeting Agenda:
 - a. *Finalize vision statement*
 - b. *Review roles/responsibilities of PAC*
 - c. *Continue Community Asset Mapping Process*
- 3.) Actions/Tasks for Next Meeting:
 - a. *Continue work on vision statement – differentiate from mission statement.*
 - b. *Read communication articles (1 attached, additional to be sent later).*
 - c. *Continue work on community asset mapping*
 - i. *Write/send interview questions to Caitlin and Stacey*
 - ii. *Outline other details/methods of collecting data*
 - iii. *Start collecting data*
 - d. *Send personal bio to Kellen (if not done yet)*
 - e. *Review Patient Profile - "score" your own. Stacey can mail you yours or have it available for pick up after 12/27. Instructions on how to score will also be emailed after 12/27.*