



Patient Advisory Council (PAC)  
Meeting Minutes  
2/13/2018

Present PAC Members: Bill Sheehan, Jeff Wilson, Jim Crockett, Jack Gibbs, Larry Glassburn, Marie Judish, Trish Julian,  
Facilitators: Caitlin Barba  
WMC Staff: Caitlin Barba, Kellen Brewer  
Guests: Jan Vergo (RN), Simone O'Brien (PHP)

### Meeting Objectives

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- ✓ Finalize PAC Vision Statement
- ✓ Learn about perceptions and definitions of health and wellbeing
- ✓ Finalize interview questions for identified assets, resources in WMC community, timeline for completion and methods; present to group for final feedback.

### Topics

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#### Welcome

#### PAC Mission and Vision Statements

- 1) PAC mission and vision
  - a) Final mission statement: *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 for each WMC patient*
  - b) Draft vision statements
    - Worked in two groups to review the various draft statements of the previous meeting; each person gave input on wording/language and meaning of vision statement
    - Final statement: *We will build relationships within the WMC community to listen, learn and seek opportunities to promote personal, compassionate, patient-centered care*

#### Community Asset Mapping

- 1) Asset mapping

- a) How will we share/present what we learn and assess? Options include flowchart, spreadsheet, bubble chart, narrative, etc.
- b) Factors that shape experience: physical environment, the body, personal preferences, emotions, spirituality, et al
- c) Worked in groups to finalize plans for surveys/interviews for patients, staff and community resources

## Closing

### 1) Action items

- a) Community team: schedule appt with City of Westminster (Justin Cutler), Tri-County Health (Megan), PHP (Simone)
- b) Trish/Kellen to give suggested edits to staff survey questions on Google Docs
- c) Trish to connect with Bill, Christian on dates/times for staff interviews
- d) Marie, Larry, Jim to finalize the questions; take survey to measure time to take survey and include in message
- e) Patient team: design online SurveyMonkey, send message to patients on the portal; offer a paper version to certain patients from the front office; create high-risk patient-caregiver survey
- f) Kellen/Caitlin: promote/introduce PAC in lobby, website, exam rooms; ask for more members

### 2) Next meetings

- a) Tuesday, March 27 5:30-7:30pm
  - i. Discuss next steps for future PAC and transition to new and/or returning members
- b) Wednesday, April 25 at 9am (optional presentation at staff meeting)