



Patient Advisory Council (PAC)
Welcome Meeting Minutes
9/26/2017

Present PAC Members: Bill Sheehan, Jeff Wilson, Jim Crockett, Christian Pacas, Jack Gibbs, Larry Glassburn, Jenn Sharp, Marie Judish, Trish Julian, Janie Barton

Facilitators: Stacey Hammond and Caitlin Barba

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

Meeting Objectives

- ✓ Review WMC's mission, vision, structure, and history
- ✓ Identify the current PAC mission, vision, structure - roles and responsibilities, and history
 - Create a shared vision/mission
 - Establish structure of the board - meeting frequency, food, schedule next meeting, establish agenda
- ✓ Build a sense of community
 - Feel comfortable/confident in working with each other
 - Examine different perspectives
- ✓ Complete paperwork/enrollment on board

Topics

Welcome

- 1.) Introduction - Silent Conversation Prompts: "Walk around and answer the posted questions, read/respond/reflect on each other's answers."
 - a) *Why do you want to participate in the PAC?*
 - To work with a diverse group of people to effective positive enhancements
 - I want to become more involved in the community and bring my various perspectives to the council.
 - To be more involved in the community and have a positive effect on people's lives.
 - Finish what was started a few years ago.
 - To help voice a positive direction for patients, community, and WMC.
 - b) *What do you bring to the PAC?*
 - I have 14yrs in the healthcare field.
 - Experience with managing mental health issues.
 - Old age experiences.
 - Collaboration, communication and organizational skills.

- Experience in sales, business, and people skills.
- c) *What is your experience/connection to WMC?*
- Participated in multiple events.
 - Health coach visitation and medical.
 - 45 years with WMC, exposure to all areas of support from WMC.
 - I have been a patient for 13yrs+, I love what WMC does already for their patients and I'm excited to see where this takes them.
 - Personal health patient as well as a health coaching patient.
 - Been a patient of Dr. Hammond since approx. 1979.
- d) *What is the purpose of a PAC?*
- To be a cohesive voice for the WMC patients with the WMC.
 - To represent and serve the patients of WMC as best as possible.
 - To provide a vehicle for feedback to WMC as well as a mechanism for making improvements.
 - To provide a positive direction for patients, community and WMC.
 - To provide input and representation of patients to WMC.
- e) *What does it mean to be a PAC member and represent the patients at WMC? What might that look like?*
- Be an advocate and voice for the community WMC serves. I'm excited to see where being a PAC member takes me.
 - Improving the overall experience for patients, community, and direction of the clinic.
 - Responsibility to honestly represent patients, their views and experiences and openly work to resolve issues.
 - Assist in keeping open communication between patients, community and the clinic.
- f) *What are you hoping to get out of this experience?*
- Personal satisfaction of helping people.
 - Experience and knowledge advocating for patients at WMC and the community.
 - To have input to make WMC even better than it already is.
 - Helping WMC patients and WMC staff.
- g) *What can WMC gain from having a PAC?*
- Insight and ideas from patients that may not give feedback otherwise.
 - Patient experience and how to retain and improve patients overall experience. Also, ideas to attract and be more involved with the community.
 - Improve collaboration between teams to give patients the best care, experience and resources available in the community.
 - Feedback and ideas for improve service and care.
 - Communication. This is vital for improvement.

2.) Reviewed Meeting Objectives and Agenda.

- 3.) Participant Introductions - 30 Sec Bio Challenge Activity: *"In partners, share everything you can about yourself in 30 seconds including why you want to participate on the PAC. Share back to the group, introducing your partner and what you learned about them."*

Who and What Is Westminster Medical Clinic?

- 1.) WMC Introduction - WMC Bio Challenge Activity: *"In teams, use the resources in the rooms to answer questions about WMC."*
- Questions: What is WMC's Mission? What is WMC's Vision? How many patients does WMC treat? What services does WMC provide? What makes WMC unique (different from other primary care clinics)? Who are WMC's partners? Who is the practice administrator? Which physician (past or present) from WMC started flight for life? How old is WMC? What year was it established? Where was the office previously located? Name 1 provider and their specialty?*
 - Activity Debrief: What information was easy to figure out? Why? What information was hard to figure out? Where did you find information? What information do you know that other patients may not know?*
- 2.) WMC's Mission, Vision, and Staff
- Read/Discussed Mission: Our Mission is to provide comprehensive, coordinated, and personalized, whole-person care and work with the community to support healthier living.*
 - Read/Discussed Vision: Westminster Medical Clinic seeks to provide exemplary, high-quality and accessible primary care within a healing environment.*
 - Read/Discussed Values: We believe in the enduring values of medicine - sharing in decision-making (respect the autonomy of the patient), practicing in the best interest of the patient (beneficence), providing safe care (non-maleficence), ensuring honesty, fairness and equality in care (justice), and promoting patient, provider and staff well-being together (harmony).*
 - Well-being includes physical, mental, social, emotional, and spiritual health.*
 - A Healing Environment definition – cured vs. healed*
 - Components - "internal, interpersonal, behavioral, external"*
 - Operations, What we do*
 - Alongside those we serve, alongside one another*
 - How we communicate and work together as a team*
 - Cultural and social characteristics at each level of relationships (patient-provider, patient-staff, provider-staff, clinic-community)*
 - Discussion/PAC Feedback: Patients are familiar with term "family medicine", which implied some ambiguity about what "primary care" encompasses. The PAC suggests keeping that language in our mission or somehow explaining how it fits within primary care. Need to ensure patients know that WMC is still family medicine.*

3.) WMC Patients

- a) Introduced Patient Profile.
- b) As a group filled out the Patient Profile for a "WMC patient".

Who and What is the Patient Advisory Council?

1.) Shared WMC PAC History, Mission, Vision.

2.) PAC Structure - Leichardt Scale Exercise:

- a) *Meeting frequency:* PAC prefers meeting in person 1-2 times per month; offer a few possible dates for PAC vote.
- b) *Meeting length:* PAC recommends meeting for 2 hours each meeting.
 - i. *Format:* PAC prefers meeting in person most of the time but some virtual okay in between meetings.
 - ii. *Other:* PAC enjoys food at meetings and enjoyed tonight's food.

3.) Reviewed PAC Paperwork.

- a) Independent Contractor Agreement
- b) Job Description
- c) Consent for Publication of Council Participation
- d) Background Check, HIPAA training

Closing

1.) Actions/Tasks for Next Meeting

- Complete the survey: <https://www.surveymonkey.com/r/5TYBPCC>
- Complete and turn in the PAC paperwork
- Complete and bring the Patient Profile to next meeting
- Read the minutes from last meeting (attached) and draft a 1-2 sentence mission statement based on what you believe the purpose of the PAC should be. Bring your mission statement to the meeting. Here is an article about developing mission statements: <https://blog.hubspot.com/marketing/inspiring-company-mission-statements>
- Read these articles about community-based mapping:
 - i. http://healthpolicy.ucla.edu/programs/health-data/trainings/Documents/tw_cba20.pdf
 - ii. <http://ctb.ku.edu/en/table-of-contents/assessment/assessing-community-needs-and-resources/identify-community-assets/main>