



## Patient Advisory Council (PAC) Meeting Minutes

November 21, 2017

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

Facilitators: Stacey Hammond

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

### **Meeting Objectives**

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- ✓ *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*
- ✓ *Establish a PAC mission, vision, and working structure*

### **Topics**

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#### Welcome

- 1.) Reviewed Meeting Objectives and Agenda: [PAC approved.](#)
- 2.) Reviewed Minutes from 10/24/2017: [PAC approved.](#)

#### Training – Conducting Interviews

- 1.) Patient Profile
  - Discussed purpose of the Patient Profile and how WMC is using it.
- 2.) Understanding our Identity, Personal Bias and Cultural Lens
  - See slides for details on training activities.

#### PAC Structure

- 1.) Community Agreements/Guidelines: *Discussed and agreed upon in consensus.*
  - [Respect time by staying on topic during meetings](#)
  - [Listen to each other](#)
  - [Timeliness – meeting deadlines](#)

- Recognize differences in perspectives
- Active participation – sharing opinions, thoughts, ideas; be responsive if asked questions

2.) PAC Mission Statement: *Discussed and finalized mission statement.*

- *Shared groups 1 & 2 draft statements: What do you like?*
  - Group of patients
  - Advocate/voice for patients; voice of change for patient community
  - Improve patient experience, quality of care
- PAC decided to replace “quality of care” since it is encompassed in patient experience.
- Approved statement via consensus: We are a group of patients who advocate for patients and the WMC community to continuously improve the patient experience.

## Community Asset Mapping

1.) Group Updates: *Groups shared their outlines and discussed how they identified community boundaries.*

- Group 1: Defined boundaries/community as Adams, Denver, Jefferson counties since they represent 70% of WMC pt visits in past 2 yrs.
- Group 2 opted not to identify geographic boundaries and instead categorized by demographics such as age and gender (example: adults 40+ yrs old represents 57% of WMC pts).
- PAC decided to integrate each group’s input together and defined asset mapping scope to 30+ yrs olds in Denver, Jeffco, Adams, which represents 76% of WMC pts. Some suggested doing focus groups by age and/or geographic boundaries as part of research process.

## Closing

- 1.) Website Update: Took group photo and individual pictures for website.
- 2.) Reviewed Upcoming Meeting Dates: Next PAC meeting is December 12! All PAC members invited to staff training and health and religion November 29 at 8:45am.
- 3.) Next Meeting Agenda: Continue work on vision statements, PAC roles/job/committee structure, community asset mapping, and cultural competency/responsiveness training.
- 4.) Actions/Tasks for Next Meeting:
  - Send Stacey individual photo and bio to include:
    - Experience/Background

- ii. What you bring to PAC
  - iii. Why you like being involved/want to be involved with PAC
- Additional reading TBA
- In groups:
  - i. Finalize PAC vision draft statements to share at next PAC meeting.
  - ii. Finalize PAC structure and roles/responsibilities to share at next PAC meeting.
  - iii. Draft a 1 page plan on community mapping process (potential identified assets, plan for researching/collecting more information/plan for how it will be displayed shared, and discuss if group wants to continue process in two separate groups or merge work).