



Patient Advisory Council (PAC) Meeting

March 27, 2018

Minutes

Present PAC Members: Jim Crockett, Bill Sheehan, Carol Caufield, Jack Gibbs, Larry Glassburn, Trish Julian, Marie Judish.

Facilitators: Stacey Hammond

WMC Staff: Stacey Hammond, Caitlin Barba, Kellen Brewer

Meeting Objectives

- ✓ *Build a sense of community*
- ✓ *Identify assets/resources within the community*
- ✓ *Identify and learn about issues in the community*
- ✓ *Initiate community asset mapping data organization and presentation*
- ✓ *Share initial recommendations for PAC cohort 3*
- ✓ *Increase awareness around opportunities for future involvement*

Topics

Welcome

1.) Administrative Tasks

- a.) Reviewed Meeting Agenda and Objectives: **Pac Approved.**
- b.) Reviewed 1/23/18 Minutes: **Pac Approved.**
- c.) Reviewed 2/13/18 Minutes: **Pac Approved with changes.**

Community Asset Mapping

1.) Data Review: *Reviewed process of what went well, the challenges, findings, and themes/trends in data.*

- a. Online Patient Survey via Patient Portal:
 - I. Good fast survey response possibly due to survey coming from peer patients.
 - II. Received high percentage of no response or N/A on several questions, some comments clarified responses.
 - III. High rating (8.77/10) on care received at WMC.
 - IV. Feedback themes:
 - IT training
 - Staff/providers listening, time with patients
 - Access is good
 - Cost is important consideration and concern

- Patients are satisfied overall
- b. Staff Interviews:
- I. 21 staff members (4 by phone, all others in person)
 - II. Feedback Themes:
 - Staff strive to always put patient first
 - Staff appreciation such as Employee of the Quarter, staff walks, happy hours, etc.
 - Find ways to encourage patients to get the care we give and recommend
 - Staff feel they spend a good amount of time with patients
 - Staff concerned about stress and work-life balance
 - Proposed recommendations from interviews:
 - i. Recommended creating one-page sheet listing basic patient info such as provider contact info, language and spiritual needs, medication list, etc. for patients to take with them
 - ii. Create non-profit 501(c)(3) organization for WMC volunteers
 - iii. On call 24/7 pharmacist partnerships
- c. Community Resources:
- I. Visited City of Westminster plus several other groups in community, learned about numerous programs and activities/events.
 - i. Various services available or in development, including transportation services, youth activities, food/nutrition, etc.
 - ii. Gaps include lack of centralized resources, resources are spread across numerous organizations and counties. Discussed 211 efforts in this area.
 - iii. Positive feedback from community members/groups to meet a contact from Westminster and interested in PAC involvement at WMC.
 - II. Upcoming meetings with Simone (PHP) and Dispatch Health, additional meetings TBD. Lots of contacts made in the process.

2.) Overarching Themes : *Discussed themes in assets, resources, or feedback from all methods of data collection including:*

- a. **Time with patients and quality** (access, cost, pt satisfaction, whole person care, pt/staff communication, pt as active participants in their care/plan, staff put pt first, quality vs quantity of time, home visits, staff/providers listening, remodel).
- b. **Education & advocacy** (promote services offered, IT training, handouts, forms, screens in room and lobby, partnerships – pharmacist, transportation, PAC interest/volunteer program – pt assistance greeters/pt education, Westminster representative in community).
 - i. Clinic services/partnerships

- ii. Community services/partnerships
 - iii. PAC/volunteers
 - c. **Staff team building/recognition/appreciation** (staff stress, work/life balance, staff communication/meetings, venting, and acknowledgement).
- 3.) Data Organization: *Passed around mapping templates and tallied which ones best represented how their data would best be shared, including charts, bar graphs, circle graphs, flow charts, mind maps, comments/qualitative, map, etc.*
- a. PAC determined that graph/mind map/bubble flow sheet formats could be for staff and patient data, map format best for community data
 - b. Stacey proposed concentric circles with patients in center, staff on outside, and community on outer circle – can put info in each circle
 - c. *Discussed the pros/cons of using multiple types of graphing to display the info or consolidating it to one*
- 4.) Presentation of Data: *Envisioned what kind of presentation the PAC wants to make in April with knowing the audience, time of day, what would interest their stakeholders.*
- a. PAC determined the presentation should be engaging, maybe include bringing a treat (Stacey encouraged group to bring healthy food item to support staff wellness), have a PowerPoint visual, state next steps/recommendations for next board (what needs to be continued).
 - b. Stacey proposed format of including the process, findings, and recommendations.
 - c. PAC encouraged to find ways to share info/data collected with patients.

Closing

- 1.) Next Meeting and Beyond
- a. April 7, 8:30am-10am: Grant Meeting: *All PAC members invited*
 - b. April 7, 10am: PAC Presentation Preparation/Practice: *At least 1 representative from each group encouraged to attend, especially those available to present on April 7. PAC encouraged to let Caitlin/Stacey know what they need to feel prepared.*
 - c. April 25, 9am – PAC Presentation: **Carol, Bill, Jim, Larry will be present. Marie tentative. Jack unable to attend.**
 - a. May 6, 9am-4pm: WMC Day at the Beach: *Discount group tickets available for PAC members and staff.*
 - b. TBD: Subcommittee for PAC Recruitment/Structuring: *Additional feedback to be collected by survey to current PAC members.*
 - c. TBD: Subcommittee to help plan 65th Anniversary Celebration (gala, activities, community garden): *If interested, talk to Caitlin.*
- 2.) Reflection – Survey: *Discussed continuing the conversation/discussing feedback via survey that Stacey will send out to gather feedback on PAC experience and*

ideas/recommendations for next cohort. Did not have time to discuss format/structure for PAC cohort 3 but feedback is encouraged and if anyone wants to volunteer to help form/recruit, Stacey and Caitlin would welcome it.

3.) Tasks

- a. All: Create PowerPoint presentation for April 25 staff meeting.
- b. All (work with Caitlin): Send follow-up portal message or voicemail thanking patients for their feedback and list next steps.
- c. All (work with Kellen): Create slide for lobby screen promoting PAC and PAC activities.
- d. Stacey: Create and send out survey asking for feedback on future PAC activities and overall PAC experience from current PAC members.
- e. All: Complete survey once sent.
- f. All: Contact Caitlin if interested in helping with 65th Anniversary promotion/events.
- g. All: Contact Stacey if interested in attending WMC Day at the Beach/Arapahoe Basin Ski area.
- h. All: Contact Caitlin if interested in forming subcommittee to help form PAC cohort 3 structure.
- i. Caitlin: Post minutes.

4.) Thank You: *Caitlin, Stacey and Kellen extended a warm thank you/appreciation to all PAC Participants for their time, energy and hard work over past 6-7 months. Stacey encouraged current PAC members to be part of the next group if interested and carry on with the work they started.*