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**Patient Advisory Council (PAC) Meeting Minutes**

November 19, 2019

Present PAC Members: Audrey Duman, Carol Caufield, Jack Gibbs, Jim Crockett, Larry Glassburn Marie Judish, Mary Jones, Trish Julian

Absent PAC Members:

Facilitators: Jim Crockett, Carol Caufield

WMC staff: Caitlin Barba, Kellen Brewer

1. **Welcome**
* Reviewed Meeting Agenda and Objectives: PAC approved.
* Minutes review and approval from September meeting; October meeting canceled due to inclement weather.
* Reviewed PAC Mission and Vision.
	+ - * **Mission:** 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 of each WMC patient.
			* Unanimous vote from PAC to change verbiage in Mission Statement to correct grammar (change “for” each WMC patient to “of” each WMC patient. (We strive to increase the health and wellbeing **of** each WMC patient}.
			* **Vision:** We will build relationships within the WMC Community to listen, learn, and seek opportunities to promote personal, compassionate, patient-centered care.
* Welcome and introduction of PAC candidate, Barbara Romero, followed by Q&A by PAC members.
	+ - * Unanimous vote from PAC to approve Barbara’s application to join WMC PAC.
* Clothing Donation Drive – items will be collected month of December; with pickup in the conference room on January 8, 9, and 10.
	+ - * Flyer is ready for distribution via the WMC Portal; website; Facebook; posted in the lobby, building entrances, and elevator entrance. PAC was also encouraged to share with any contacts or groups that can help spread the word.
			* Need PAC volunteers the morning or the evening of the distribution days January 8, 9, and 10) to help re-organize the items in the conference room.
			* Larry Glassburn has offered to take any unclaimed donations to the Have a Heart 4 Kids site the afternoon of the last donation day (January 10).
1. **Advisory Session**
* Serious Illness Conversations
	+ - * Providers all agree they are ready to proceed with having a first version of the video communication out.
			* Suggestions of adding an introduction for the video, adding captions.
			* Brochures will be shared with patients 65+ at their annual wellness visit, as well as with the high-risk patients.
* Annual HIPAA training – PAC will follow WMC annual compliance training schedule.
* Stacey will provide Google Docs training at the next meeting.
1. **Closing**
* **Next 30 days**
	+ - * **Community Partnerships**
			* ID card tentatively planned to be on patient portal by the end of the year.
			* Audrey has connections to Channel 12 and is wondering if PAC is interested in using TV as a promo for PAC. Public television as a possible partner.
			* Audrey shared her concerns with the timing of the rescheduled financial workshop with the upcoming holidays. The Committee's consensus was to proceed as scheduled.
			* **Education and Communications**
			* A couple of brochures will be finalized and distributed Diabetes, and Healthy Eating for the Holidays.
			* New quarterly newsletter will replace monthly brochure development. Name of newsletter is yet to be determined. Anticipate first edition towards end of first quarter 2020. PAC to provide ideas on content to Stacey (ideas for articles; links to existing content from other published sources, etc.)
			* Send out communication for the clothing drive.

Next meeting: November 10, 2019, 5:00 p.m. – 6:00 p.m., followed by AARP Financial Planning seminar 6:30 p.m. – 7:30 p.m.