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

December 10, 2019 – 5:00 p.m. – 6:00 p.m.

**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 ofeach WMC patient.

**Vision**: We will build relationships within the WMC Community to listen, learn, and seek opportunities to promote personal, compassionate, patient-centered care.

*Meeting Objectives*

* *Welcome a patient!*
* *Review current and future projects*
* *Generate action steps for each individual on each Committee*

Attending - Jim, Carol, Audrey, Larry, Mary, Trish (6 of 9 present). Marie, Jack, and Barb were not in attendance.

1. **Welcome**  **10** min

* Welcome David! (Jim)
  + PAC interviewed Dave using the same questions asked of previous candidates.
  + Summary
    - Wants to support providers in providing good care to others and support the practice in growing
    - Wants to pay it back (although says he never could); is grateful for the care/service he received at the clinic through his illness; wants to help WMC stay vital and prosperous
    - Anticipates changing communication demands at the clinic that will need to be addressed in the future
    - Suggests that PAC enhance the Portal usage, finds it very easy to follow up with his provider; wants to enhance the functionality of the Portal
    - Would be delighted to join
    - Wants to integrate as rapidly as he can and requests the group help him be productive and show him the results; he looks forward to getting to know the group
    - David officially voted into PAC
* Review Meeting Agenda and Objectives (Jim)
* Minutes review and approval from last month
  + Minutes approved by all 6 members in attendance, with edits still to be made.
    - Marie to send Caitlin the final Nov meeting minutes to publish on the website
    - Add to November meeting minutes: Audrey has connections to Channel 12 and is wondering if we are interested in using TV as a promo for PAC. Public television as a possible partner.

1. **Learning Session: GoogleDocs training 15** min

* See YouTube videos sent by Stacey for reference
* Walked through some questions from the group

1. **Committee Breakout**

Community and Partnership – Caitlin (Carol, Audrey, Larry, Trish, Barb) **25** min

* Update on ID Card Status (Larry and Caitlin)
  + Did not review with the sub-committee. Updates still pending.
  + Caitlin to confirm with Kellen and let Larry know - a) MedForward made the provider update, b) can we get a code to lock the webpage unless a patient has the code, c) create Medical ID card page on the website
* AARP Caring for the Caregivers
  + Audrey brought a brochure to share about the program. Recommends to strengthen AARP relationship and offer this program at WMC.
* Volunteering Program - Imagining 2020...
  + Group wanted to also discuss partnerships, grants, and loneliness.
    - Caitlin suggested these topics go with the volunteer program and recruitment for the programming. Need to have a vision for 2020 first.
  + Caitlin shared updates -
    - Our goal is to overlap our efforts to support patients experiencing loneliness with the organizations that our patients are already a part of. A friendly WMC face out in the community to connect with and begin re-building a community-level relationship.
      * Caitlin and Stacey have been meeting with community members about what opportunities they offer re: outdoors, clubs, and volunteering projects.
      * Purchased a map and pins for the lobby to learn where patients volunteer and/or community organizations they are involved/working with already.
  + Caitlin’s recommendation - send a partnerships-community strategy to the sub-committee 7-10 days prior to the next PAC Meeting in January. Sub-committee to review.
  + Larry’s recommendation - Goal at next January meeting to spend most of the 2 hours defining strategy for 2020, along with goals.
    - Sub-committee in agreement.

Education and Communications – Stacey (Jim, Jack, Marie, Mary)

* Winter Drive: The Winter Drive flyers are up at the office and the collection bin is out and lots of donations have already been received. We need to put flyers around the buildings (on entry/exit doors). We have permission from the building manager. Clothing Drive is posted on Facebook, the website, and has also been sent out in a Portal message.
* Diabetes Brochure: Dr. Dumont and Stacey are working on the final draft. Stacey will send out for PAC review and approval by email later this week/early next week.
* Eating Healthy Over the Holidays Brochure: Stacey will get this out sometime next week and send to PAC for approval and review.
* Advanced Care Planning Brochure: It is finalized and being distributed to patients.
* Patient Profile Brochure: It is finalized and being distributed to patients.
* Brochure Holder: We need to get a new one for the PAC corner. We ran out of space. Stacey will order another.
* Quarterly Newsletter: Stacey and Caitlin selected Mail Chimp as the program. We will get the free version and do a test pilot. We will need submissions/ideas from the PAC to formulate the newsletter.
* Exam Rooms: Stacey's 2020 project is to make the exam rooms an improved learning environment. If you have any ideas, please share with Stacey.
* Health Literacy: Stacey and Caitlin met with a health literacy expert who gave some helpful tips on how to make education and communication materials more accessible to all patients such as fonts, adjusting language to grade level, format, etc. While our brochures are comprehensive and great for more advanced and higher literacy patients, they may be less effective and helpful for those with lower health literacy. PAC to consider how to provide materials for all patients and target the newsletter to an 8th grade reading level.
* Tasks:
  + All: Review brochures when Stacey sends them out and provide feedback.
  + All: Brainstorm ideas for the newsletter to Stacey - themes, topics, columns. Bring ideas to the next meeting.
  + All: Brainstorm name ideas for the newsletter (WMC Pulse is the one proposed so far). Bring ideas to the next meeting.
  + TBD: Hang up flyers around buildings for the Winter Drive.
  + All: Brainstorm any ideas you have for how to make the exam rooms an improved learning environment. Bring ideas to the next meeting.

1. **Committee Updates & Closing** (Caitlin) **10** min

* AARP Workshop - Immediately following the PAC Meeting from 6:30 p.m. - 7:30 p.m.

Attendees: 4 additional patients from WMC, Audrey’s husband, PAC, Caitlin, Stacey, and 2 AARP representatives.

* Next PAC Meetings

Tuesday, January 28th, 5:30 p.m. - 7:30 p.m.

Tuesday, February 25th, 5:30 p.m. - 7:30 p.m.