



Patient Advisory Council (PAC) Meeting Minutes

January 23, 2018

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

Facilitators: Stacey Hammond and Caitlin Barba

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

Meeting Objectives

- ✓ *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 vision*
- ✓ *Establish a PAC working structure*

Welcome

- 1.) Review Meeting Agenda and Objectives: PAC approved.
- 2.) Review 12/12 Minutes: PAC approved.

Training – Patient Profile

- 1.) Review Patient Profile – What is Your Identity? Bias?
 - a. *Each member wrote down answers to the following prompts:*
 - i. *What is your identity? How do people perceive your identity? In what ways are they similar or different?*
 - ii. *What are your biases?*
 - iii. *How does your bias affect your lens?*
 - iv. *What are your blind spots?*
 - v. *How could this effect your role as a PAC member?*
 - vi. *How could this effect/impact what you learn in interviews from others?*
 - b. *PAC members reviewed their own personal Patient Profiles. In common groups – matched by personality/learning style as determined from profile, answered the following prompts:*
 - i. *What are your strengths?*

- ii. *What are your weaknesses?*
- iii. *What do people need to know about working with you and others who share your personality/learning style?*
- c. *Reviewed personality styles and learning styles – discussed traits, strategies in working with others. See handouts for more details.*

2.) Communication Review – Questions and Active Listening

- a. *Reviewed Communication Slides from previous meeting.*
- b. *Reflected/discussed “Insight and Action” article.*

PAC Structure

1.) Mission

- a. *Reviewed what is a mission vs vision statement (see slides).*
- b. *Discussed additional statements for consideration to add to PAC mission statement.*
 - i. *We are a group of patients who advocate for all patients in the WMC Community to continuously improve the patient experience at WMC.*
 - ii. *We are a group of patients who advocate for all patients in the WMC Community to continuously improve the WMC patient experience.*
 - iii. *To assure positive wellbeing and health for each WMC patient.*
- c. *Revised mission statement as approved by PAC members present: We are a group of patients who advocate for the WMC community to continuously improve the patient experience. We strive to increase the wellbeing and health for each WMC patient.*

2.) Vision

- a. *Discussed several versions of the vision statement and brainstormed ways to combine/condense.*
 - i. *The WMC PAC will:*
 - *Listen, learn, and communicate*
 - *Build relationships*
 - *Educate all that will listen or Educate all WMC patients with necessary resources or Educate each WMC patient to assure their satisfaction with each experience.*
 - *Promote total wellness or Promote holistic wellness*
 - ii. *To constantly improve our PAC WMC culture of guaranteed period compassionate, patient service, where patients and all staff, are treated like family, with connected, committed, and community clinical patient centered care.*
 - iii. *We support and help implement WMC’s Vision Statement of (improving health and wellbeing) by...*

- iv. We support by advising WMC of health concerns to improve overall community wellbeing.
- v. The WMC PAC is striving to improve our culture of guaranteed period patient service and staff wellbeing with positive community, clinical-centered care.
- vi. The PAC will increase total wellness of patients and staff through promoting compassion, patient-centered care. We will build relationships within the WMC community by listening, learning and communicating to identify opportunities for improvement and growth.
- vii. The PAC will promote total wellness of patients and staff through promoting compassion, patient-centered care. We will build relationships within the WMC community by listening, learning and communication to identify opportunities for improvement and growth. We will utilize our relationships within the WMC community to identify opportunities for improvement and growth.

3.) Roles/Responsibilities

- a. PAC opted to use feedback gathered from patients in the asset mapping process to develop PAC roles/responsibilities and formal structure. Tabled for future meeting when info is gathered based on what patients want/need.
- b. Stacey will post PAC job descriptions and Organizational Chart ideas gathered thus far on Google Docs.

Community Asset Mapping

1.) Updates

- a. Data/Research:
 - i. *Reviewed data sets provided by Caitlin. Discussed survey results.*
- c. Patient Interviews:
 - i. *Discussed possible methods for gathering information including focus groups, web surveys, cold calls, etc.*
 - ii. *Group wrote interview questions, using "Insight and Action" article for guidance. Interview questions sent via email prior and distributed at meeting.*
 - iii. Next steps: Need to determine sample size and/or how to recruit patients by working with Caitlin. Determine best method of contact – phone vs in person. Finalize questions; get feedback from PAC via Google Docs.
 - iv. PAC requests copies of patient complaints for review.
- d. Staff Interviews:
 - i. Next Steps: Need to coordinate staff interviews, including providers with Bill; he will send Stacey/Caitlin his availability. Questions to be posted/shared for feedback on Google Docs.

- ii. PAC requests staff org chart and any staff evaluations/survey. Caitlin will send to Bill.
- e. Community Resource Interviews:
 - i. *Group listed out resources and drafted questions. Sent via email.*
 - ii. Next Steps: Stacey will post questions on Google Docs and PAC members will review each group's interview questions and provide feedback.

Closing

1.) Next Meeting and Beyond

- a. *Tuesday, Feb 13, to be facilitated by Caitlin. Stacey is out of town.*
- b. *Voted on March Meeting Date: Tuesday, March 27 at 5:30-7:30pm.*
- c. *PAC members are invited to attend and present at Weds April 25 staff meeting at 9:15am.*

2.) Action items:

- a. All PAC
 - 1. Review vision statements (see Google Doc).
 - 2. Review patient, staff, and community interview questions and send feedback via Google Docs.
 - 3. Review patient profile strategies; provide any feedback on additional strategies/thoughts on Patient Profile (from handouts and slides).
- b. Caitlin/Kellen
 - 1. Compile/share any patient complaints with patient interview team.
 - 2. Coordinate staff interview schedule with Bill.
 - 3. Send staff job descriptions and organization chart to Bill.
- c. Stacey
 - 1. Post all questions, mission/vision statements, PAC docs for review on Google Docs. Will also send tutorial on how to use.
- d. Bill
 - 1. Provide interview availability to Caitlin. Interview staff.
- e. Larry/Jim
 - 1. Determine best methods of contact for patient interviews – phone vs in person 1-1 or groups. Work with Caitlin to set up.
- f. Carol/Bill
 - 1. Determine interview questions/methods for learning more from community resources/partners. Set up community interviews once questions reviewed by all.