



Patient Advisory Council (PAC) Meeting Minutes

October 23, 2018

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

Absent PAC Members: Christian Pacas

Facilitators: Jim Crockett, Carol Caufield, Caitlin Barba, Kellen Brewer

WMC staff: Caitlin Barba, Kellen Brewer, Stacey Hammond

1. **Welcome**

- Review Meeting Agenda and Objectives: PAC approved.

2. **Administration**

- PAC approved revised 9/28/18 minutes.
- Bylaws
 - PAC member term limits discussion put on hold until the need arises.
 - Terms for Co-Chairs and Secretary will be a minimum of one year in role.
 - Maintain membership of 8 members minimum, 12 maximum.
 - Voting on candidates:
 - Prospective candidate will be invited to meeting and give an introduction to the PAC and be present for the remainder of the meeting. Candidate will leave at the end of the meeting, and the PAC will vote.
 - Quorum required for in-person vote.
 - If nay vote(s), member(s) to provide additional information on vote and further discussion, followed by another vote with consensus required to elect.
 - Candidate to be notified of decision by phone within one week of vote.
 - PAC review of ideas, meeting minutes, meeting votes requires 2/3rd vote.
 - Independent Contractor contracts given to PAC members to review, sign, and return to Caitlin Barba.
 - New PAC term runs from 11/1/18 through 4/30/19.
 - Christian Pacas elected to end his participation with PAC.
 - Continue to recruit via slides, flyers, clinic recommendations, and WMC portal.

3. **Reports, Updates, PAC Committee Projects, and Priorities**

- Manager Meeting updates
 - Reviewed office procedures and letters sent to patients for missed appointments (volunteers can help with tasks).
 - Event November 10 (9:30-11 a.m.) with Dr. Villavert and Dr. McKeever at Westminster City Park.

- PAC Recruitment
 - Providers and staff could identify potential candidates.
 - Create a one-page flyer with the PAC mission and vision statement with a brief job description and position requirements to generate interest in applying.
 - Kellen and Caitlin will have ideas at the next meeting for displaying the flyers for interested patients to take.
- Community Volunteer Program
 - Kellen, Carol, Audrey, Mary, and Tammy (volunteer) held initial meeting to discuss role description and training requirements.
 - Piloting the program with Carol, Audrey, Mary, and Tammy in mid-November for up to three months.
 - A full launch will be done in 2019 can do a full launch with recruitment of volunteers (one to two days a week; morning or afternoon in four-hour shifts).
 - Applicants will have a background check and HIPAA training.
- Patient Feedback Survey – starting 11/2/18
 - Revised survey approved.
 - MAs will hand out a survey in exam room after appointment if they are with the patient making a follow-up appointment.
 - If the patient goes to the front desk (the MAs will not be in the exam room after every patient visit), the patient will be asked to complete a survey.
- Shared Care Plan
 - Continued program and app development with Steve Markham, although their audience is different with a focus on alternative medicine and may not be appropriate for WMC patient needs--which are insurance-based.
 - WMC was approached by Adrienne White (Innovacer); their company has the technology base already to talk to all of the electronic medical records.
 - Visiting WMC 11/15/18 to see the Shared Care Plan with the hopes of having the build done by 2/1/19.
 - No news yet if WMC will be awarded the grant applied for related to the Shared Care Plan.
 - Dr. Hammond working on an advanced practices group in Colorado under the non-profit that is under the University of Colorado.
 - End of life counseling and services will start 1/1/19 under the end of life counseling grant; the Shared Care Plan will provide doctors or ICU the patient's end care beyond advanced directives.

4. Committee Breakouts: Assignments/Next Steps

- Clinical Information Card
 - Group consensus is to proceed with printed clinical information cards as they would be most helpful to the “at risk” patients. Staff or PAC volunteers can help type in information, which will then be printed out for patients.
 - Group consensus is to continue moving this project forward and define a way for this to be printed for patients with WMC branding.

- Volunteer Program
 - Committee (along with Tammy, the first volunteer) will meet in two weeks to continue and finalize the draft of the Patient Ambassador Volunteer description.
 - Anticipate logistical decisions to be made with orientation training taking place the week after Thanksgiving. The Program pilot will launch first week of December and will run through early January
 - Identification badges will be prepared for the Patient Ambassadors.
- PAC Communications Center
 - Create a one-page handout for recruitment and with the new PAC photo (to be taken at next meeting) and will include recruitment information from the WMC website as well as the PAC email address and contact information.
 - Previously-discussed signage for PAC table will be shelved for now; with the slides on the screen, the addition of the stanchion sign, and the one-page handout, additional signage may not be needed.
 - Suggestions and comment cards – creating an Excel google doc to input the card responses and categorize information; responses can then be filtered on specific criteria to identify action items, trends, or themes.
 - Suggestion card requesting filtered water was not approved by vote. Patients needing water may request from the reception desk (filtered water from the refrigerator in a paper cup) or use the water fountain in the hallway outside the clinic.

5. **Closing**

- Next meeting 11/27/18, 5:30 p.m. – 7:30 p.m.
- New PAC photo will be taken at next meeting.