



Patient Advisory Council (PAC) Meeting Minutes

November 27, 2018

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

Absent PAC Members: Trish Julian

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

WMC staff: Caitlin Barba, Kellen Brewer, Stacey Hammond

1. Welcome

- Reviewed Meeting Agenda and Objectives: PAC approved.
- 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 for 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.

2. Administration

- Accepted 10/23/18 Minutes *PAC approved by email communication prior to meeting*

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

- Manager Meeting updates
 - Stacey promoting community outreach and health and wellness activities.
 - Discussion on ways to gain efficiencies through increasing patients' use of the patient portal, which will reduce the amount of paperwork for the Clinic.
 - PAC Communications Center
 - Jim drafted Patient Portal informational flyer (including step-by-step access instructions).
 - A three-tiered holder will be added to the PAC Center to make information more visible. Communications will be rotated out with new content as needed.
 - Reduce size of recruitment flyer (including the mission and vision statements; those inquiring for more information would receive the detailed PAC job description).
 - Patient Ambassador Program
 - Committee met and developed descriptions for the Patient Ambassador and Administrative Volunteer roles. PAC reviewed and provided feedback.
 - Volunteer orientation sessions
 - Develop training plan to include addressing patient privacy concerns while assisting with form completions or with forms and discussions in the lobby.
 - Launch pushed to the beginning of January 2019.
- Patient Feedback Survey

- Implementation successes and challenges
 - Patients did not feel they had time to complete paper survey; an electronic version was developed.
 - Most patients completing the paper version did so after their appointment and waiting to get their labs drawn.
 - Opportunities (62 responses-most from Dr. Smith's and Sarah's patients).
 - ◆ Get the survey to more people
 - ◆ Survey will be edited with verbiage to better clarify the questions.
 - ◆ Responses will be shared at the Medicare meeting.
- Shared Care Plan
 - WMC met with Innovacer and presented the Shared Care Plan. Innovacer presented their demo.
 - Now negotiating, as there is a concern of not having control over future changes needed from Innovacer as well as the ability to implement those changes based on WMC's timeline.

4. Committee Breakouts: Assignments/Next Steps

- Clinical Information Card
 - Larry provided sample of cards. Minor edits of adding reference to turn card over to see information on reverse side and adding a date to demonstrate the age of the information provided.
 - Work with Jan to have cards provided to sample size of 20 high-risk patients.
 - Potential to then have cards prepared upon request by other patients.
- Patient Ambassador Program
 - Audrey gave a brief update on the program.
 - This is an ongoing activity and a critical one in measuring direct effects of all PAC projects and programs. All members of PAC were invited to offer some volunteer hours, if possible.
 - Kellen discussed upcoming committee plans to develop the training orientation program.
 - Pilot phase launches first week of December with four volunteers.
- PAC Communications Center
 - Draft flyers to be prepared (see notes under section 3 above).
- PAC exchange opportunities were discussed (to visit one of WMC's PAC meetings and WMC to visit another PAC. Stacey will email more information when it is available.

5. Closing

- Next meeting 12/18/18, 5:30 p.m. – 7:30 p.m.
- New PAC photo will be taken at January meeting.

Westminster Medical Clinic (WMC) Patient Ambassador - volunteer role description

Created November 2018

Description

WMC Patient Ambassadors serve an important role at the clinic. We want our patients to feel welcome and comfortable during their visits to the clinic. As a volunteer, you will have the opportunity to serve alongside our staff to greet patients with a smile and create a friendly, inviting atmosphere in the lobby.

Our volunteers support the mission of both WMC and the Patient Advisory Council (PAC):

- WMC mission: WMC provides comprehensive, coordinated, and personalized, whole-person care and works with the community to support healthier living
- PAC 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 for each WMC patient

Activities and responsibilities

The Patient Ambassador assists WMC staff and patients to facilitate an optimal patient experience at the clinic. Activities include, but are not limited to, the following:

- Greet patients in the lobby
- Assist patients with forms/documentation (examples: new patient forms, Patient Profile, PAC surveys, et al)
- Encourage and facilitate kiosk usage
- Maintain a tidy, clean lobby
- Assist WMC staff with patients who require wheelchairs, masks, oxygen tanks, etc.
- Share information related to patient services and community resources as requested
- Support and implement WMC privacy and emergency protocols

Expectations and requirements

- Represent WMC in a professional manner at all times, including displaying volunteer name tag
- Demonstrate a warm, friendly demeanor
- Current, accurate knowledge of WMC services and protocols
- Interest in working with diverse populations
- Successfully pass a background check and privacy training module
- Periodic meetings with Program Coordinator to review training, discuss questions/concerns, etc.

Commitment

- 6-month term (no term limit)
- Minimum 4-hour shift, one day per week (approx. 16 hours per month)
- Attend volunteer orientation session at beginning of term and future sessions as needed

Westminster Medical Clinic (WMC) Administrative Volunteer - volunteer role description

Created November 2018

Description

WMC Administrative Volunteers serve an important role at the clinic. Quality improvement and the business of healthcare require a great deal of behind-the-scenes administrative work. As a volunteer, you will have the opportunity to serve alongside our staff to support population management, patient engagement and quality improvement activities at WMC.

Our volunteers support the mission of both WMC and the Patient Advisory Council (PAC):

- WMC mission: WMC provides comprehensive, coordinated, and personalized, whole-person care and works with the community to support healthier living
- PAC 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 for each WMC patient

Activities and responsibilities

The Administrative Volunteer assists WMC staff with documentation and implementation of the following activities, including but not limited to:

- Population management
 - Examples: Chronic disease tracking, prevention tracking, data entry
- Patient engagement
 - Examples: Mailings, missed appointment messages
- Quality improvement
 - Examples: Survey tabulation
- Share information related to patient services and community resources as requested
- Support and implement WMC privacy and emergency protocols

Expectations and requirements

- Represent WMC in a professional manner at all times, including displaying volunteer name tag
- Demonstrate a warm, friendly demeanor
- Current, accurate knowledge of WMC services and protocols
- Interest in working with diverse populations
- Successfully pass a background check and privacy training module
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Commitment

- 6-month term (no term limit)
- Minimum 4-hour shift, one day per week (approx. 16 hours per month)
- Attend volunteer orientation session at beginning of term and future sessions as needed