



Patient Advisory Council (PAC) Meeting Minutes

December 18, 2018

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

Absent PAC Members: Larry Glassburn

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 11/27/18 Minutes *PAC approved by email prior to meeting.*

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

- PAC Communications Center
 - Reviewed and approved updated Patient Portal Setup – step-by-step instruction sheet; will be added to Communications Center.
 - Comment box submissions – no actionable submissions this month.
- Community Volunteer Program
 - Program has been very well received; will take some time for volunteers to become familiar with identifying patients who want/need assistance.
 - Refine volunteer role description based on experience from the pilot.
 - Communicate program on portal and screens
 - Kellen to research online self-scheduling tool for Ambassadors prior to full program launch.
- Patient Survey (Caitlin)
 - Better data due to more responses – 83 to date. Final blast to go out last week of December to encourage responses to wrap up data gathering.
 - MAs are testing a new patient agenda. After the visit, will review visit and help patients understand provider's instructions.

- Medical ID Card
 - Dr. Smith and Dr. Hammond are piloting for 20 high-risk patients. Anticipate feedback March 1.

4. **Project Ideas for 2019**

- List of potential projects created for review at next meeting (attached to minutes).
- **Each PAC member to identify top two ideas from list for discussion at next meeting.**

5. **Closing**

- Next meeting 1/22/19, 5:30 p.m. – 7:30 p.m.
- PAC photo will be taken at January meeting.

Term Goals

- Patient experience
- Access to education
- Communication

Tasks

- Carol – bring treats for staff
- Caitlin – 2019 blast – PAC recruitment
- Kellen – remove outdated content from website (e.g., Dr. McNabb content)
- Marie – meet with Stacey and Jamie regarding donation drive ideas
- Stacey – Take down outdated flyers

Past and Current Projects

- PAC structure developed (vision, mission, roles, etc.)
- Community asset map
- Medical ID Card
- PAC Communication Center
- Patient portal handout/educator
- Volunteer program (Patient Ambassador)
- Shared Care Plan Development
- PAC email box setup and process defined
- Patient survey
- Community outreach and interviews

Items not PAC related

- Kudos board
- Health links program
- Health story box
- Wellness room

All – select top two projects for PAC term's focus:

- Donation Collection – clothing, food items, gift sponsor (from patients and staff); for organizations and patients here
- End of life counselling
- Peer support program
- Bereavement program (e.g., phone call outreach or letter on anniversary of loss)
- Transportation for patients to WMC
- Patient survey – get ongoing feedback
- Patient communication about diagnosis, treatment plan
- Promote employee behavioral health provider benefit
- Chaplain to talk to staff
- Communication
 - Handouts on wellness programs
 - Resources/services @ WMC and in community
- Attend WMC weekend wellness event with Stacey (CORE program, walks)
- Patient-led events
- Care management program – ongoing feedback advising
- Valentine's Day program for patients
- Staff/Employee wellness
- Staff/Employee recognition (kudos board 2.0); volunteers participate
- Pharmacist on call
- Liaison/rep from PAC in community
- Virtual wellness/goal setting/tracking w/incentives for patients and staff
- Patient scholarship through CCPCI (Colorado Center for Primary Care Innovation AKA the nonprofit associated with the clinic)
- More boards with changeable positive/motivational thoughts
- New staff services (dermatology, chiropractic)
- Update website and screens
- Food for staff

