



Patient Advisory Council (PAC) Meeting Minutes

February 26, 2019

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

Absent PAC Members: Jack Gibbs

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 1/22/19 Minutes.
- Proposal from Caitlin regarding PAC Independent Contractor terms:
 - Term lengths will be adjusted to 12-month duration; new members can start any time.
 - Stipend payments will be based on calendar -- twice a year (January and July), and will not include mileage reimbursement.
 - The seven PAC members present voted to approve the proposal.

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

- Education - Health Topic of the Month Education (Jack, Mary, Marie)
 - Highlight health topic of the month to information in the lobby, on the portal, screens, and Facebook.
 - Identify across the patient population and patient age identify topics that would provide helpful and timely information.
 - Mary will send a list of health topics for PAC to review and provide feedback.
 - Align topics with portal communications and other initiatives in process.
- Advocacy for Healthy Aging Care
 - AARP Partnership (Audrey and Larry)
 - Initiated contact with AARP and shared the application/letter of agreement, including the Terms and Conditions for an AARP Community Group (see copy at end of these minutes).
 - Other Community Groups are unknown at this time.
 - Medicare Meetings on End-of-Life Counseling/Advanced Directives (Trish and Jim)
 - Clinic is proposing identifying patients that have two years left to live, and then initiate end-of-live counseling for them.

- The University of Colorado will provide training to WMC staff regarding the patient’s desires and wishes for the care of their serious illness (they may not understand the diagnosis, or want to hear how much time they have left to live).
- Advanced planning program is under review by the medical staff.
- The legal part of Advanced Care planning is covered by Medicare.
- A letter has been prepared to send out to patients; also have some materials to have present for the meetings with patients.
- Caitlin will send out information from the last meeting from the PAC to review.
- Community Partnerships and Engagement (Carol and Larry)
 - Leading and establishing a statewide partnership: Nonprofit initiative – Loneliness grant (Carol and Larry)
 - Focusing on loneliness and health literacy.
 - Engaging the medical community to learn about loneliness in a face-to-face meeting.
 - WMC will be applying for a grant.
 - Anticipating an update on the Shared Care Plan.
- Spring PAC presentation to WMC (Carol, Jim, Marie)
 - Review, accomplishments, new members, and our 2019 projects.
 - April/May timeframe for presentation to the WMC providers and staff.

4. Reports/Updates - Current Projects

- Advocacy
 - Medical ID Card Status (Caitlin)
 - Cards have been sent out; Jan is ready for PAC member to reach out to the patients to get the feedback.
 - Send proposed patient questions to Larry.
 - Calls will take place with Jan in her office.
- Community Engagement –
 - Manager Meeting summary/updates (Carol)
 - Ebony is a new PA and will be starting with the Red team.
 - Will be communicating PAC activities quarterly.
 - Winter Donation Drive Update (Stacey)
 - Clothing, blankets, and food donations. Leftover items were donated to local charities.
 - Will plan another drive in the spring/summer timeframe.
 - PAC Communications Center (Caitlin)
 - No new submissions this month.
 - Patient Survey (Caitlin)
 - Caitlin will survey the providers to see how the results align with the patient survey results.
 - Community Volunteer Program and Projects (Kellen)
 - Patient Ambassador – program status
 - ◆ Continue on hold until while additional staff member is hired to free up resources for the management of the patient ambassador program.

5. Closing

- Next meeting 2/19/19, 5:30 p.m. – 7:30 p.m.

RE: My Spectacular Idea



Jeremiah Mora <jmora@aarp.org>

10:48 AM

To Audrey Duman, Angela Cortez

▼ 1 attachment View Open in browser Download

AARP Community...Application.docx (74.7 KB)

Hi Audrey, thank you for reaching out! We're no longer building chapters, however a Community Group sounds like it might be a great fit. Organized under the AARP banner, this model offers flexibility, administrative ease, and the opportunity to engage in a way that suits the interests of the members of the group. AARP's history points to the significant positive social impact that the activities of AARP members and 50+ individuals can have in local communities.

As part of ongoing 50+ community activities and to meet the changing desires and need for new models, AARP Community Group will support a broad spectrum of engagement for a generation of 50+ individuals that want to connect with each other and their community with greater flexibility and agency.

Core Criteria:

The focus of the group should be grounded in AARP's mission: AARP is dedicated to enhancing quality of life for all as we age. We lead positive social change and deliver value to members through advocacy, service, and information.

- AARP's support should build organizational relevance and increase AARP's presence in the community
- The affiliation with AARP is clearly identified, by use of the Community Group logo
- Meaningful engagement opportunities are provided
- A commitment to being collegial and collaborative is established
- Fosters a sense of community in the broader community (physical, virtual, etc.)
- The group does not sponsor trips or seek local discounts
- If the group takes a position that contradicts AARP's stated policy positions, it should not use AARP's name and cannot claim affiliation with AARP. AARP's political activity policy is used as guidance for relevant group activities.
- AARP does not assume liability nor provide insurance for meetings or activities by the group.

Please let me know if interested, from there the attached application may be completed and sent our way.

Jeremiah Mora | Associate State Director-Community Outreach
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[Insert Date and Address]

Dear (Name):

Congratulations! The _____ (group name) _____ application to become an AARP Community Group has been approved by the AARP State Office in [name of state]. We understand that you are the group's designated representative and welcome the opportunity to work with you and your group.

Your application was approved based on the following criteria:

- Your group is grounded in AARP's mission: *AARP is dedicated to enhancing quality of life for all as we age. We lead positive social change and deliver value to members through advocacy, service, and information;*
- Your group and its activities are focused on issues, needs, and opportunities for people 50 years of age and older;
- Your group provides meaningful engagement opportunities for its members in local communities;
- Your group has selected a designated representative to be the liaison with the AARP State Office.

By using the AARP Community Group designation, your group agrees to abide by the following Terms and Conditions which apply to all AARP Community Groups:

- 1) The group may use the designation **AARP Community Group** in regular typeface to identify the group as affiliated with AARP's State Office. No other use of any AARP official logos, symbols, trademarks or other intellectual property of AARP may be used without express permission from your AARP State Office.
- 2) The group may not use the AARP affiliation to sponsor trips, seek local discounts, sell or promote any commercial product or service, or fundraise.