



Patient Advisory Council (PAC) Meeting Minutes

March 26, 2019

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, Stacey Hammond

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 2/26/19 Minutes.
- Final PAC Independent Contractor terms were distributed, signed, and returned to Caitlin.
 - Term lengths and payment schedule have been standardized (contract is based on calendar year).
 - Stipend payments will be made twice a year (April and October), and will not include mileage reimbursement.
 - The seven PAC members present voted to approve the proposal.

3. Reports, Updates, PAC Projects, and Priorities

- Current and potential outreach programs are limited by current resources and staff; discussed potential of hiring a part-time health coach to work with Stacey to support programs.
 - PAC is welcome to attend upcoming brainstorming session with Drs. Hammond and Smith focused on long-term community-centered goals and objectives (4/25 from 1 p.m. to 3 p.m.).
 - Provide any community ideas to Stacey, Larry, or Carol to share at the meeting.
- AARP Community Partnership
 - WMC will not do a Letter of Agreement with the formal Community Partnership from the last draft Agreement; instead will submit a smaller proposal while not promoting or recruiting for AARP.

- Feedback Survey was given to medical providers; correlating responses to the patient feedback surveys.
 - Providers feel WMC supports and empowers them.
 - What they feel, think, and do at WMC are aligned to give the best possible care.
 - Providers feeling chronically stressed in their role; how does that show up in the patient visit.
 - Providers may not be recognizing what's important to the patient (2nd to the lowest score for providers).
 - Providers feel they do help patients meet their goals (lowest rating on the patient survey).
 - Patients scored low that they did not share their concerns with their providers. My provider listens to my concerns also scored low.
 - Providers feel they listen to their patients' concerns. Patients gave this a lower score.
 - "My provider gave me instructions on what to do to take care of illness" was the lowest score of the whole summary. Providers survey indicate they do provide that information, not feeling the patients are necessarily able to help themselves.
 - In summary, WMC needs to continue focusing on reduction of clinicians' stress going forward, as well as providers' better understanding of what is important in the patient's life.
 - Work towards changing the approach from "what's the matter with you" to "what matters to you."
 - Potentially using the MAs to review care instructions with the patient after their appointment with the provider.
 - Caitlin will provide a summary of the survey to Carol to include in the PAC presentation to WMC.
- Education - Health Topic of the Month Education (Jack, Mary, Marie)
 - Focus on universal health top for patient audience, as well as how does the topic link back to patient healthcare at the clinic.
 - May's topic to be selected by sub-committee and potentially use PAC comment box for future topic suggestions from the patients.
 - Materials will be displayed in lobby and rotated out for new content as appropriate.
 - Content could be posted in treatment rooms that may be used for more specific services that would be targeted for the patients' health interests.
- Comments box – staff has not seen cards; some will be incorporated into PAC presentation to WMC next month.
- Medical ID Cards – eight patients were given cards last month; Larry and Jan conducted four follow-up phone interviews and two in-person interviews (after office visit).
 - First experience of most having an ID card; most had not used it at the time of the interview.
 - A few suggested enhancements: adding a second contact on the card; lamination would be nice to have; a couple of requests to add the medication dosages added.
 - They felt everyone should have an ID card; felt the cards will be helpful when seeing specialists.

- Recommendation to offer broader audience. Develop a screen slide promoting availability to request card.
- Bring to Medicare Meeting for the higher-risk patients.
- End of Life Counseling and Advanced Care Plan.
 - In process of talking through workflows. Anticipate program being shared at April PAC meeting.
- The loneliness and health impact grant was submitted.
 - Over the summer, more discussion on how WMC will discuss how loneliness for the patients.
- PAC Presentation to WMC
 - Carol shared the initial draft of the presentation scheduled for 4/25/19 at 9 a.m.
 - Presentation will be shared with PAC via email for review prior to the April PAC meeting, as well as final review at the April PAC meeting.

4. **Closing**

- Next meeting 4/23/19, 5:30 p.m. – 7:30 p.m.