



Patient Advisory Council (PAC) Meeting Minutes

April 23, 2019

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

Absent PAC Members:

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 3/26/19 Minutes.
 - PAC members are invited to attend PAC staff meetings at any time; let Caitlin know if you would like to attend (meetings are in the lobby on the fourth Thursday of the month).

3. Reports, Updates, PAC Projects, and Priorities

- PAC Presentation to WMC
 - Carol and Jim shared the presentation with the group and content was finalized during the meeting.
- AARP Community Partnership (Audrey, Caitlin)
 - Caitlin was introduced to Jeremiah Mora (the AARP Associate State Director for Community Outreach), and have had some initial communication.
 - AARP is supportive of quarterly workshops at WMC.
 - Audrey is attending the AARP Caregiving Workshop to determine if it is appropriate for the WMC patient audience.
 - On 5/23/19, Dr. Smith, Caitlin, Stacey, and Audrey will meet with Jeremiah Mora.
 - Audrey will get samples of printed materials from AARP to review for use at WMC.
 - WMC has a contact at the Department of Family Medicine and will be seeking two-to-three second-year students to volunteer for three months this summer. The WMC/PAC priorities will be incorporated into the job description, which could potentially include a newsletter for WMC patients (could include combining the WMC staff newsletter with a WMC patient newsletter)

- Education - Health Topic of the Month Education (HTOM) (Jack, Mary, Marie)
 - Stacey shared a drafted brochure for the May HTOM. Family Physicians website (familydoctor.org) is a resource is approved by Dr. Hammond as the medical director of WMC).
 - Stacey will have a template for future brochure development; content to be sent to her for review and developing the specific HTOM brochure.
 - Upcoming topics and assignments are:
 - ✓ June – Social media awareness, bullying, and security/scams/phishing (Marie)
 - ✓ July – UV safety (Jack)
 - ✓ August – Immunization Awareness (Mary)
- Advanced Care Planning – Jim and Caitlin
 - February draft letter was shared with the PAC via email.
 - Packets will be shared at next PAC meeting with information that will be shared with approximately 50 patients selected to have discussions about their serious illnesses.
 - Jan and Katie are making calls to patients to schedule a non-medical office visit. Dr. Hammond or Dr. Smith will meet with the patient (or in a team visit with Katie or Sam).
 - Caitlin has drafted a flowchart of the complicated process in preparation for the next PAC meeting.
 - This care is also part of Study through the CU Department of Family Medicine; patients could potentially be interviewed by the Department of Family Medicine about their experience.
- Medical ID Card – Larry
 - Template does not work for MAC users. Kellen proposed an electronic form service for a fixed monthly fee (WMC will pay). Patients will input their own information and print their own PDF; WMC will receive a PDF copy of the information.
 - Approved this plan; Kellen will need the file get the ID card set up.
- Manager Meeting Summary and Updates – Jim
 - Discussed compliance and emergency procedure training, including what medical information can be released to law enforcement.
 - Manager recommendations for PAC agenda topics and format were provided (as a transition from project-oriented committees to standing committees).
 - ✓ Proposal for three standing committees: **Partnerships, Access to Education, and Communications.**
 - ✓ Caitlin, Stacey, and Kellen would each be assigned to one of the committees to be more effective in supporting the PAC.
 - ✓ Each standing committee would have an objective for the next meeting that they would like to accomplish, as well as responsibility for defining their goals and the pace for their completion.
 - ✓ PAC voted unanimously to accept the new Agenda format.

- ✓ Committee groups are:
 - Partnerships – Carol, Audrey, Larry, and WMC coordinator – Caitlin
 - Access to Education – Jack, Mary, Marie, and WMC coordinator - Stacey
 - Communication – Jack, Mary, Marie, Jim, Trish, and WMC coordinator - Kellen
- Dr. Hammond referred PAC candidate; Caitlin will initiate the application process and then provide Jim the information to follow-up with the candidate.
- Request from a practice near Aspen to have one of their PAC members speak to one of the WMC PAC members. Carol will connect with them.
- WMC PAC Member Handbook – Marie will draft a document to capture topic suggestions from the PAC to include in the Handbook for new (and existing) PAC members.

4. **Closing**

- Next meeting 5/28/19, 5:30 p.m. – 7:30 p.m.



Patient Advisory Council (PAC) Meeting Agenda

___ Date ___

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Meeting Objectives To be determined by each Standing Committee, 1 Objective from each

- ✓ _____
- ✓ _____
- ✓ _____

1. **Welcome (Rotate Subcommittees to host)** **10 min**
 - Review Meeting Agenda and Objectives
 - Accept _____ Minutes
2. **Advisory Session** **30 min**
 - Topics & Manager Meeting summary/updates (Caitlin)
3. **Standing Committees** **65 min**
 - **Updates & Discussion**
 - **Committee Breakouts**
 - Partnerships (P)**
 - Volunteer group
 - AARP, WMC proposal for a community partnership (Audrey, Caitlin)
 - Recruitment
 - Access to Education (A)**
 - PAC Communications Center
 1. Health Topic of the Month process and implementation (Jack, Mary, Marie); with support from Stacey, Kellen, and Caitlin
 2. Comment Box submissions (no new submissions this month)
 - Medical ID Card status (Jack, Larry, Caitlin)
 - Communication (C)**
 - Spring PAC Annual Report to WMC (Carol, Jim)
 - Life Choices: Advanced Care Planning program status and implementation (Jim, /Trish, Caitlin)
 - PAC member handbook (Marie)
4. **Closing (Marie)** **15 min**
 - **Standing Committees – Goals, Next Steps**
 - Adjourn

Next meeting – 5/28/19 – 5:30 p.m. - 7:30 p.m.