



Patient Advisory Council (PAC) Meeting Minutes

June 25, 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.
- Accepted 5/28/19 Minutes.
- Heart Math - Stacey and Caitlin shared concepts and benefits; Stacey guided the group through a session. The PAC unanimously elected to incorporate Heart Math into each meeting (2-3 minutes).

2. Advisory Session

- Patient Profile (Stacey)
 - Minor adjustments were made as part of the goal is to have every patient complete the patient profile.
 - Added to the learning style section; changed the scales to make them more consistent; and created a guide to assist MAs and the front desk to interpret and enter the information into the system.
 - Starting with patients that are rated at a risk level of 5 or 6 (patients who have a more complicated diagnosis).
 - Takes 15-20 minutes to complete.
 - Dr. Hammond's patients will be completing first, as well as patients participating in health coaching, and new patients.
- Project Loneliness
 - PAC completed three-question sample survey and provided feedback on the form.
 - Survey will be given to patients during a three-day period in July, including a version for clinicians (determine if providers can identify loneliness in their patients).
 - All eight practices and the non-profit will be sending anonymous results to Caitlin; results will be consolidated and plotted on a Colorado map.

- Serious Illness Conversations
 - Larry met with Dr. Hammond and played the role of a 78-year old male that had terminal cancer with four months to live.
 - Next meeting with Jan, who worked on documenting the conversations.
 - Video announcement to be developed introducing the program to WMC patients.

3. **Standing Committees - Breakouts**

- **Partnerships (P) – Carol, Audrey, Larry, Caitlin**
 - AARP - anticipate a rollout in September or October, and potentially as part of a PAC meeting (PAC recruitment opportunity).
 - First workshop will focus on financial awareness and preparation
 - Session will be in the WMC building
 - Participants will need to submit reservations
 - Refreshments will be provided
 - AARP will advertise the session, as well we information WMC screens and flyers in lobby.
 - PAC recruitment flyer development focusing on the patient advocacy and consultation aspects of PAC.
 - Approved for three medical students for four years (volunteers); their focus will be global health, public health, and community health.
- **Access to Education (A) – Jack, Mary, Stacey**
 - Developing survey for patients to provide health information topics they would like to see.
 - Patient can access flyers in the lobby, on lobby and examination room screens, web site, as well as signing up to receive future information from the PAC email.
- **Communication (C) – Jim, Trish, Marie, Kellen**
 - Serious illness conversations – draft scripts will be used by committee to identify who will be the presenter for each vignette.
 - A new comment card came in related to an hour wait for lab appointment; Marie to send an email from the PAC mailbox to the patient.
 - Medical ID card status – Kellen has the electronic version from the vendor.
 - Kellen to notify providers.
 - Will be posted on the web page.
 - To be promoted though postcards to targeted audience, screen messages.

4. **Closing**

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