



Patient Advisory Council (PAC) Meeting Minutes

June 26, 2018

Present PAC Members: Bill Sheehan, Carol Caufield, Jack Gibbs, Jim Crockett, Larry Glassburn, Marie Judish, Trish Julian

Absent PAC Members: Christian Pacas

Facilitators: Stacey Hammond, Caitlin Barba

WMC staff: Stacey Hammond, Caitlin Barba, Kellen Brewer

Meeting Objectives

- ✓ *Determine top 3 PAC priorities from asset mapping process*
- ✓ *Share and elicit feedback on co-chair role/job description*
- ✓ *Finalize PAC structure*
- ✓ *Establish cohort 3 recruitment plan*
- ✓ *Learn about shared care plan and provide feedback*

Welcome

- 1.) Review Meeting Agenda and Objectives: *PAC approved*
- 2.) Review 5/17 Minutes: *PAC approved*
- 3.) 65th Anniversary celebration invitations given to PAC members; event is 9/15/18

PAC Structure

- 1.) Co-chairs
 - Jim and Carol – *PAC approved by email communication prior to meeting*
 - Job Description:
 - Streamline communication and definition of co-chair roles
 - Oversight of committees' project progress
 - PAC will have an email for patients to ask questions.
- 2.) Secretary
 - Marie – *PAC approved by email communication prior to meeting*
 - Secretary job description/role TBD by next meeting
- 3.) Committee structure (Carol, Jim)
 - *Project based format – PAC approved by email communication prior to meeting*
- 4.) Ongoing communication to patients
 - End of appointment one-question survey or a survey tied to the patient record that could be sent out electronically
 - Question – how can PAC communicate with patients?

- Create PAC information center in the lobby, including suggestion box
- Future consideration for a multi-faceted communication approach (including a newsletter)
- Screen content updated regularly; identify information from PAC
- Promote PAC on WMC website
- Patient-submitted communication may need a response from PAC; training on how to respond (including items that need to be escalated to the management team) to be provided prior to PAC beginning to responses to emails
 - PAC mailbox guidelines to be determined (which message topics PAC can handle and which to escalate to Caitlin)

Cohort 3 and Recruitment

- Started May 2018 for a six-month term
- PAC voted for 12 members max for this cohort; minimum of eight
- Eight current PAC members; seven patients expressed interest to join
- Recruit two to four additional PAC members for staggered addition to the PAC from the those expressing interest to join
- Suggested recruitment:
 - Have candidate write essay about why they are interested in the PAC and what they can contribute
 - Develop standard interview questions so all prospective members are asked the same questions and can compare based on similar information gathered. (e.g. interest in program, background experiences, availability, time commitment expectations)
 - Have a current member meet with prospective member
 - Have an existing member connect with the new member to share progress to date; get them up to speed (mentoring)
 - Invite final candidates to join members for August meeting (and then complete HIPAA training)
 - Develop pool of interested patients that could fill vacancies that come up throughout the term
- PAC to volunteer for WMC events

PAC's Top 3 Priorities

- 1.) Develop patient handout with details about their diagnosis/treatment plan, medications, care team, and important medical history (Shared Care Plan); include staff identified needs
 - Education on using the portal
 - Project team: Trish, Jack, Larry
- 2.) Develop partnerships with community resources
 - WMC and community resources available to patient community and WMC staff
 - Create a handout that could be shared with patients

- Jan and Kate will be doing more case management; Bill could be linked with them for the resources available to share with patients and caregivers
- Need a structure to manage the resources identified, keep it updated, and identify process of sharing (links to partners, healthy community information, etc.)
- Project team: Bill, Carol

3.) Ongoing feedback

- Solicit feedback from patients via PAC mailbox
- Develop post-visit patient survey
- PAC information center
- Advertise PAC on WMC website
- Project team: Jim, Marie

Note: project team TBD for Christian

Patient Centered Medical Home (PCMH) Designation

- 1.) Designation is renewed every three years based on criteria
 - Monitor patient experience through qualitative and quantitative data (QI 04 – PCMH Standards and Guidelines)
 - Data captured through patient survey administered earlier this year
 - Set goals and act to improve performance on at least one patient experience measure (QI 11 - PCMH Standards and Guidelines)
 - Draft goals and ways to meet those goals to be defined at the 6/27 managers meeting based on the three PAC priorities identified

Grant Update

- 1.) Applying for a smaller grant through NIH or AHRQ (smaller studies), then a larger study through PCORI
- 2.) Recommendation from University of Colorado based on the amount of existing information on values and beliefs but is not being used well in practice and delivery
- 3.) We will develop our own study incorporating how WMC should operate and give patientcare with share decision making (values, beliefs, patient profile), including the loneliness component
- 4.) Shared Care Plan to be removed from the grant with NIH and ARCH and will be in a separate funding grant
 - Developers are awaiting final feedback before building the Shared Care plan

Closing

1.) Next meeting - Tuesday, 7/24/18

2.) Action items –

- Review and approve 6/26 minutes
- Update co-chair job description and create secretary job description
- Review information and drafts from the managers meeting and provide feedback or suggest new solutions