



Patient Advisory Council (PAC) Meeting Minutes

July 24, 2018

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

Absent PAC Members: Trish Julian

Facilitators: Jim Crockett, Carol Caufield, Caitlin Barba

WMC staff: Stacey Hammond, Caitlin Barba, Kellen Brewer

Meeting Objectives

- ✓ *To review the PAC email address, guidelines, usage, etc.*
- ✓ *To update on project committee activity and future plans.*
- ✓ *To develop and understand the relationship between the Shared Care Plan and PAC projects and activities.*

Welcome

1. Review Meeting Agenda and Objectives: *PAC approved*
2. Review 6/26/18 Minutes: *PAC approved by email communication prior to meeting*
3. Business cards distributed to PAC; will also be available in the lobby.

PAC Administration

1. Review Secretary Job Description *PAC approved with minor edits.*
2. PAC meals for meetings.
 - Kellen to order meals for delivery when possible; a PAC member will pick up the meals not being delivered.
 - Marie to coordinate pickups with PAC members via email.
3. Meeting Minutes
 - Marie to email questions/decision needed to the PAC for final minutes.
 - Caitlin to post final copies to WMC website; Marie to place final/approved minutes in a PAC mailbox subfolder with the meeting date in the email subject line.
4. Cohort 3 Recruitment Update
 - PAC to conduct phone interviews with candidates prior to the next meeting.
 - Standard phone interview questions to be developed for future PAC interviews.
 - Carol to coordinate dates with candidates and 2 PAC members per call. Screened candidates will be invited to the 8/28 meeting.
 - PAC to vote on the candidates following the meeting.
 - Caitlin to send a blast communication to patients for future recruitment as well as sharing the new PAC email for patient use.
5. PAC email (PAC@Westminstermedicalclinic.com)
 - Respond to emails within seven days.
 - Reviewed email usage guidelines and escalation process.
 - Scenario training to be prepared for next PAC meeting (Kellen).

Reports/Updates

1. Ongoing Feedback

- Manager Meeting – Carol provided updates from meetings Jim and Carol attended.
- Patient Feedback Survey draft reviewed (2-part survey based on type of visit).
 - Caitlin to send PAC an email for suggested changes to finalize survey for patient distribution.
- Partnerships and Community (Committee - Bill, Carol)
 - [Tri County Health Department](#) is interested in partnering with WMC for more exposure to primary care data.
 - Goal is to use data to identify gaps in community health and resources and what Westminster patients are needing. Can then identify nearby resources for patients.
 - Utilizing Tri County data, questions from WMC surveys and demographic data, and information from Jeffco to develop better data about the community.
- Shared Care Plan (Committee - Larry, Jack, Trish)
 - Prototype/screen reviews presented by Steve Markman.
 - Will be on smart and web-enabled devices.
 - PAC provided feedback on screens and functionality for final prototype.

Closing

Next meeting - Tuesday, 8/28/18.

Post-Meeting Actions

1. Review and approve 7/24/18 minutes.
2. PAC to create recruitment interview questions via Google Doc (Marie to send).
3. Conduct Cohort 3 phone interviews; invite candidates to 8/28 meeting (Carol to coordinate).
4. Review information from the managers' meeting and provide feedback or suggest new solutions.
5. Log on to PAC Gmail mailbox and review.
6. Review/approve final patient survey (Caitlin to send).