



## Patient Advisory Council (PAC) Meeting Minutes

July 30, 2019

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

Absent PAC Members: Carol Caufield, Larry Glassburn

Facilitators: Jim Crockett, Carol Caufield, Caitlin Barba, Kellen Brewer, Stacey Hammond

WMC staff: Caitlin Barba, Kellen Brewer, Stacey Hammond

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### 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 6/25/19 Minutes.
- HeartMath - Stacey

### 2. Advisory Session

- MSA Job Description (Mentor Scholarship Activity program) (**attach job description to minutes? If so, get electronic file from Caitlin**)
  - Anticipate three students for four-year duration; approximately eight hours per week.
- Updated Patient Visit Agenda reviewed
  - Patients may not know what to answer to the question What is most important to you in your life.
- Recruitment
  - Jim to call the past three applicants that did not submit their full PAC application to try and identify opportunities to make future recruiting efforts easier for the applicants and for additional PAC members to be added.
- New Loneliness flyer and Vaccines and Immunizations flyer reviewed.
- Updates
  - Serious Illness Conversations – a husband and wife have completed the series and were very engaged in the conversations.
    - Dr. Smith approved the couple being contacted to see if they would like to participate in a video on their experience.
    - Caitlin, Stacey, and Kellen will meet with them and start writing the script.
  - Staffing
    - Searching for a physician to fill Dr. McKeever’s vacancy.
    - May is a new hire working at the front desk; wants to be a pharmacist in the future.

- Kellen will be going to part-time status in approximately 30 days to pursue his passion for wine making and the wine-making process.

### 3. **Standing Committees - Breakouts**

- **Partnerships (P) – Carol, Audrey, Larry, Caitlin**

- AARP Toolkit – is available for WMC to utilize (Financial Basics for the 50+). PAC will host the October 29 workshop (in place of PAC meeting on October 22 meeting).
  - AARP will also advertise in our geographic area.
  - Checking if education room on the first floor is available; if not will use WMC lobby.
  - Caitlin will email the presentation deck for everyone to view.
- Carol purchased a table for the lobby, which will be rearranged on August 13 to accommodate the addition for the volunteer program.

- **Access to Education (A) – Jack, Mary, Stacey**

- Two pain management flyers being developed.
- A vaccination and immunization flyer is also in development.
- Flyers are available at the front desk, the PAC corner, and also near the providers and MAs.
- A three-question survey has been developed and placed on a table; a prize drawing will be included to encourage participation.

- **Communication (C) – Jim, Trish, Marie, Kellen**

- Continued discussion on ways to recruit for volunteer program.
- Medical ID Card will be added to the Forms page on the web site for providers and patients to access.
  - Pharmacist will start creating for the 100+ high-risk patients scheduled for appointments before the end of the year.
  - Medical students could assist with forms and pharmacist could review.
  - Providers need to be updated on the template.
- Next meeting August 27, 2019, 5:30 p.m. – 7:30 p.m.