



Patient Advisory Council (PAC) Meeting Minutes

August 27, 2019

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

Absent PAC Members: Mary Jones, Trish Julian

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

WMC staff: Caitlin Barba, Kellen Brewer, Stacey Hammond

1. Welcome

- Two CU medical students visiting WMC joined the PAC meeting.
- 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 7/30/19 Minutes.
- HeartMath - Stacey

2. Advisory Session

- Patient Profile
 - Focus on getting all of Dr. Hammond's patient profiles completed.
 - Created a handout (Understanding Your Patient Profile).
 - PAC asked to provide any feedback to Stacey (particularly from a patient perspective, as well as thoughts on how to simplify the document).
- Carol discussed the new additions of the puzzle table and toys in the lobby.
 - Patients are checking out new area; including the suggestion of adding a Scrabble board.
- What is going well? What is not working? Where are we headed?
 - Carol shared a reminder of the role of the co-chairs is to:
 - Build a strong, communicative PAC team; to create the agenda; to facilitate the PAC meeting; and to help moderate and encourage participation.
 - Communicate with the PAC secretary on a regular basis.
 - Monitor and review subcommittee projects and be aware of the steps.
 - PAC members provided feedback on current status to where PAC was six-to-nine months ago:

What is going well	What is not working	Where are heading
Audrey: Group has strong resources, capabilities, and gifts; willingness to share and support. Tremendous amount of work that has transpired. Projects are progressing; we are not at a standstill. The quality and quantity of work that has come out of this committee inspires me to want to continue.	July is a month where members are taking vacation and have other activities. Consider taking a month off during the summer. Would it help? Or would it be a barrier from progress.	
Jack: Spent a lot of time in the beginning getting the organization and structure set up right. As it progressed, broken up into different committees and good progress being made.	Consider taking a month off of meetings closer to the holidays.	
Larry: Community of this group of people and good ideas. Hopefully the clinic is seeing positive things coming from PAC and continue to support us. Brochures being produced and made available to patients are great and should continue to be produced.	Some frustration with not moving as fast as he feels the PAC should be moving.	Might lose momentum if taking off month from meetings.
Marie: First year of developing structure was challenging and frustrating. Nice to see accomplishments and new ideas coming in.	Team challenges managing documents in Google Docs (setting up folders to hold recruiting documents, agendas and minutes, etc.). Archiving and organizing documents.	Right pace and right direction.
Carol: Love's volunteering in the lobby and visiting with patients and kids. Brochures are great.	Felt disconnected in July with no emails; has become accustomed to more email communication between meetings. Recruitment.	One to three new recruits on the committee by end of the year. Lobby volunteers.
Jim: Agrees with other comments; concerns about losing momentum with taking a month off.	Communication needs to improve between PAC members and Advisory Committee members (was previously more communication).	More follow-up on standing committee goals and objectives. Action steps for the next 30-days. Develop agenda to help keep PAC on track and moving forward.
Stacey: Great accomplishments for PAC meeting once a month. Appreciates PAC feedback from patient perspective on documents. PAC members progress on having their voices heard. Impressed with the participation and everyone contributes.	Communication and work between meetings; balancing roles and expectations of individuals.	

What is going well	What is not working	Where are heading
Kellen: Concurs with previous comments. Everyone's participation, especially for a volunteer group, dedication, and commitment to the meetings.	Walking away from meetings with each member knowing what they need to complete for the next meeting.	Getting additional members and what they can contribute to the group.
Caitlin: How the PAC wanted to work with Kellen, Stacey and Caitlin. The momentum and willingness to the new ideas and group.	Taking all of the ideas and wanting to put them all into motion. From WMC side, not being able to execute on all of the great ideas. Will be a capacity challenge from the administrative side.	With Kellen's working change, how can Stacey and Caitlin support PAC to fulfill what we want to do.

3. **Standing Committees - Breakouts**

- **Partnerships (P) – Carol, Audrey, Larry, Caitlin**
 - AARP – Audrey will send PDF of the flyer to Jeremiah Mora at AARP and will ask him what type of support material they typically provide to workshop attendees. If any suggestions on the flyer, email to Caitlin within the next week.
 - Carol will be a plant in the audience with questions as needed.
 - Anyone available to volunteer in the lobby for two hours and partnering with Carol, reach out to her.
- **Access to Education (A) – Jack, Mary, Stacey**
 - Brochures for loneliness, vaccinations, pain management (final approval pending).
 - Mary will be in the lobby to hand out surveys regarding future brochures.
 - From the surveys, future topics will be identified, as well as a distribution list will be developed for future brochure distributions.
 - Another brochure holder was placed near the providers for easy access on their way to the examination rooms.
- **Communication (C) – Jim, Trish, Marie, Kellen**
 - Recruiting – Jim will call three PAC applicants from WMC.
 - Kellen is updating Medical ID Card template with updated provider information and putting it on the website.
 - The pharmacist has been assisting with the preparing of ID Cards for the top patients in need of the card.

Next meeting: September 24, 2019, 5:30 p.m. – 7:30 p.m.