



Patient Advisory Council (PAC) Meeting Minutes

August 28, 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, Jamie (new MA)

Guest: Mary Jones, PAC Candidate

1. **Welcome**

- Review Meeting Agenda and Objectives: *PAC approved.*
- Introduced Mary Jones (PAC candidate), and Jamie (new Medical Assistant).

2. **PAC Administration**

- Accept 7/24/18 Minutes *PAC approved by email communication prior to meeting.*
- Accepted resignation of Bill Sheehan, who provided written suggestions for PAC's focus moving forward.
- PAC meals are ordered under the name of Kellen/WMC; PAC members to pick up orders that are not delivered.

3. **Reports/Updates**

- Manager Meeting update
 - Practice is transitioning providers.
 - Dr. Madeline McKeever starts September 4.
 - Sarah Goff is leaving; her last day will be October 11.
 - Two caregivers will be having babies later this year and early next; practice exploring options for coverage during this time.
- PAC Communications and Feedback
 - Approved updated *Guidelines for Email with Patients at WMC.*
 - E-Mail Action Scenarios documented by Kellen.
 - Write responses to inquiries in own voice to provide a more personal touch from the PAC.
 - Copy for future PAC reference is placed in the PAC email folders **PAC Mtgs > Email examples & reply scripting.**
 - Expectation is providers will return phone calls within 48 hours.
 - Approved updated Patient Feedback Survey surveys.
 - Reviewed and approved drafts with minor edits.
 - Patient Feedback Survey (Office Visit), Patient Feedback Survey (Annual Wellness Visits, Annual Exams, Annual Health Assessments, Physicals), and Shared Care Information Card.
 - Providers to hand out surveys in exam room; completed surveys will be placed in box near the PAC corner.
 - Information to be added to screens in the examination rooms/lobby to alert patients to the surveys.

- PAC Corner
 - Use screens to advertise PAC and recruitment.
 - Add FAQs for the communication corner, as well as lobby and exam room screens (i.e., prescription renewals require a provider visit).
 - Co-Chairs and Secretary are managing PAC mailbox for now; escalating for managers as needed.
- Tri-County Health Department (TCHD)
 - TCHD has good data, but not clear on community and patient care (to add context to data).
 - Dr. Hammond and Caitlin to meet with University of Colorado to explore options of partnering with larger groups, as well as enhancing current local partnerships.
 - PAC will discontinue TCHD as a priority at this time.

4. **PAC Projects**

- PAC self-identified assignment to project teams; defined 30-day and 3-month goals (until the end of current PAC Cohort term).
 - Care plans/patient clinical materials (Christian, Jack, Larry, Trish)
 - Revise patient card and incorporate changes to digital card in development; provide links.
 - PAC Communications Corner/Community (Carol, Jim, Marie, Mary)
 - Ready for setup after lobby remodel.
 - Table will be added to the lobby for drop-off box of completed patient surveys, as well as PAC Business cards, and 3x5 suggestion cards.
 - Sign to identify PAC Corner for visitors.

5. **Closing**

- Next meeting 9/25, 5:30 p.m. – 7: 30 p.m.
- WMC 65th Anniversary celebration 9/15, 5 p.m. – 8 p.m.
- Post-meeting, Mary Jones was unanimously elected to WMC PAC Cohort 3.



Patient Feedback Survey
(Office Visits)

Thank you very much for your feedback. Your responses are very important for the Patient Advisory Council & Westminster Medical Clinic Providers and Staff to improve your experience at the clinic!

My appointment was with (circle one): <table style="display: inline-table; vertical-align: middle; margin-left: 10px;"> <tr> <td style="padding: 0 10px;">Dr. Smith</td> <td style="padding: 0 10px;">Katie</td> <td style="padding: 0 10px;">Sarah</td> <td style="padding: 0 10px;">Dr. McKeever</td> </tr> <tr> <td style="padding: 0 10px;">Dr. Villavert</td> <td style="padding: 0 10px;">Samantha</td> <td style="padding: 0 10px;"></td> <td style="padding: 0 10px;">Dr. Hammond</td> </tr> </table>	Dr. Smith	Katie	Sarah	Dr. McKeever	Dr. Villavert	Samantha		Dr. Hammond
Dr. Smith	Katie	Sarah	Dr. McKeever					
Dr. Villavert	Samantha		Dr. Hammond					

In the survey below, the definition of "provider" means the doctor, physician assistant, or nurse practitioner seen for your appointment.

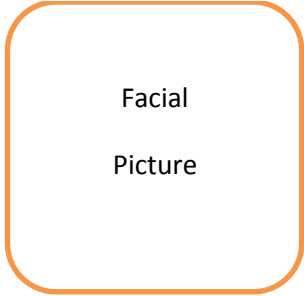
	Strongly Agree (5)	Somewhat Agree (4)	Neutral (3)	Somewhat Disagree (2)	Strongly Disagree (1)	N/A or Unsure
My provider has my best interests in mind.						
I trust my provider.						
I asked my medical provider questions about my health in my appointment.						
I am satisfied with how my medical provider answered my questions.						
I shared my concerns in my recent medical visit.						
My provider listened to my concerns.						
My provider understood my concerns.						
My provider knows my health goals.						
My provider knows what is important to me in my life.						

Why were you seen by a medical provider today? (check one)

- Diabetes, Heart Disease, other chronic illness check-up
- A follow-up visit after I was in the Emergency Room/ER, or in the Hospital
- I was seen on the same day that I called for an appointment
- If not listed above, please write here: _____

OVER

Shared Care Information Card



Name (Last, First, MI): _____

Address: _____

Emergency Contact Name(s): _____

Relationship(s): _____

Telephone(s): _____

Age: _____ Blood Type _____

Current Medications: _____

Allergic To: _____

Normal Blood Pressure: _____ Normal Pulse rate: _____

Primary Care Doctor's Name and telephone #: _____

Preferred Hospital name: _____

Health Insurance Information (Company and Policy #): _____

Health Directives: _____

Known Medical Conditions: _____

Hospitalizations (dates): _____

Surgeries (dates): _____

Religious Affiliation: _____

Signature and Date: _____