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**Patient Advisory Council (PAC) Meeting Minutes**

September 24, 2019

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

Absent PAC Members:

Facilitators: Jim Crockett, Carol Caufield

WMC staff:

1. **Welcome**

* Reviewed August 26 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 8/27/19 Minutes.

1. **Advisory Session**

* PAC Recruitment Flyer – Audrey shared a modified draft for PAC to review and approve in preparation for the October AARP event. PAC to share any suggested edits with Stacey.
* Using PAC feedback from everyone at the August meeting (What is going well? What is not working? Where we are headed?), the PAC leadership (Jim, Carol, and Marie) met with Caitlin and Stacey to review PAC feedback.
* Carol handed out notes from the meeting and discussed:
  + - * **Objectives**
      * Review and synthesize feedback from PAC members
      * Identify ways to improve efficiency and communications
      * Define/Redefine Roles – job descriptions, expectations
      * Determine next steps to ensure sustainability of PAC operations
      * **Tasks**
      * Get minutes of monthly meetings done earlier (by second Friday after meeting) - Marie
      * Google Docs training tutorial for all - Stacey
      * Decision making – Use names in email, use deadlines, communicate task and assign people – vote – email feedback
      * Co-Chairs will chair standing committee with staff advisor assigned – bring to PAC to vote
      * **Positives**
      * All know mission and vision
      * Feel accomplished – work being seen with objectives, task, activities, projects
      * Interest/desire to continue – enjoyment, projects, all committed
      * Workload good - do a lot in time we have
      * Committees – structure, time spent organizing structure – surveys
      * Keep standing committees
      * **Changes**
      * Improve communication – need email responses from all, outline 30-day tasks in meeting minutes
      * Meeting flexibility – holiday breaks
      * Google doc training (folders – copies)
      * Agenda responsibility
      * Task coordination
      * Committee overlaps
      * Committee role-staff advisor- coordinator
      * More patient-led?
      * Reminders about tasks between meetings
      * Vote on actionable items
      * **Options**
      * Advisory (Staff vs PAC driven)
      * Advisory (PAC vs Staff driven)
      * PAC led projects (PAC vs Staff)
      * Staff led projects w/PAC support (Staff vs PAC)
      * Advise vs Advisory
      * WMC – execute all our ideas vs support
      * Actionable?
      * Reasonable?
      * Achievable?
      * Consolidate to two standing committees?
      * Rename committees?
      * All have input in creating the next agenda?
      * Expectations
      * PAC to assume responsibility for developing PAC meeting agenda, as well as the follow up on progress of activities and deliverables.
      * PAC voted unanimously for change from three to two subcommittees.

1. **Advisory Session**

* **Community Partnerships (Carol, Audrey, Larry Trish)**
  + - * **AARP Event - Audrey**
      * Andrea Cortez (AARP) has five handouts to be shared at the meeting.
      * Refreshments will be served.
      * PAC will be in room to assist with set up and greet guests.
* **Education and Communications (Jim, Jack, Marie, Mary)**
  + - * Pain management flyer is in the lobby.
      * September’s health topic is mental health; Stacey worked with Dr. Hegland on content review.
      * The new brochure holder is in the lobby.
      * October’s health topic is diabetes.
      * Mary handed out paper education surveys in the lobby.

1. **Closing**

* **Next 30 days**
  + - * **Community Partnerships**
      * Refreshments for AARP presentation
      * **Education and Communications**
      * Schedule time for Stacey to instruct PAC on GoogleDocs

Next meeting: October 29, 2019, 5:00 p.m. – 6:00 p.m.