



Patient Advisory Council (PAC) Meeting Minutes

September 25, 2018

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

Absent PAC Members: Christian Pacas

Facilitators: Jim Crockett, Carol Caufield, Kellen Brewer

WMC staff: Kellen Brewer, Jamie Jones

Guest: Audrey Duman, PAC Candidate

1. **Welcome**

- Review Meeting Agenda and Objectives: PAC approved.
- Introduction of PAC candidate Audrey Duman.

2. **PAC Administration**

- PAC approved 8/28/18 minutes via email prior to meeting.
 - PAC recruitment - terms end 10/23/18; contact Caitlin by 10/12/18 with decision to continue/discontinue PAC term (not applicable to new PAC members Mary and Audrey).
 - PAC – maintain at least 8 members min. up to 12 max – Recruit by slides, flyer, clinic recommendations, use portal
- Patient surveys
 - TV slide will be created to alert patient of the feedback survey providers will hand them at the end of their visit.
 - Patient can complete surveys while in the exam room or in seating area and place their completed survey in the collection box when finished.
 - Surveys will be distributed for three weeks.

3. **PAC Projects** – subcommittee goals for the next month

- Clinical information cards (Trish, Larry, Jack)
 - Forms will be shared with Dr. Hammond and Dr. Smith for their review/input.
- Community (Carol, Mary, Audrey, Kellen)
 - Committee to meet in early October to also include Tammy.
 - Identify WMC patients to be volunteers.
 - Committee will explore tasks, responsibilities, training, expectations, and shifts/time commitment.
- Patient Feedback (Jim, Jamie, Marie)c
 - Comment cards and pens will be available in the PAC Center.
 - Jamie will capture messages from suggestion cards and forward to co-chairs and secretary until process is identified (to include tracking and categorizing the topics).
 - Jamie prepared decorated collection boxes for completed patient surveys and suggestion cards.
 - Electronic sign was acquired for signage to direct patients to drop off area when area is defined.

4. **Reports/Updates** -

Co-Chairs report –

Manager Meeting update from 9/20

Reviewed providers schedule and future staffing vision for MA's

Discussed annual compliance meeting – protocol/emergency training/drill

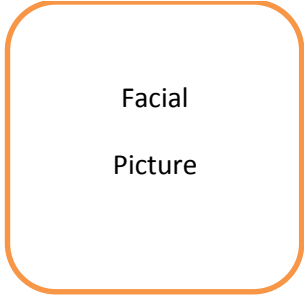
Future community events to attend

No e-mails to PAC – New e-mail password distributed

5. **Closing**

- PAC was asked to notify Marie, Carol, and Jim when unable to join a meeting.
- Next meeting 10/23/18, 5:30 p.m. – 7:30 p.m.
- Post meeting, Audrey Duman was unanimously elected to WMC PAC via email election.
- PAC member list with names and email addresses was shared with the cohort.

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: _____