



WMC Patient Advisory Council (PAC) Job Description

Title: Patient Representative

Reports To: PAC Chair(s), WMC Council Liaisons

Status: Independent Contract, 12 months

PAC 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.

PAC Vision

We will build relationships with the WMC Community to listen, learn, and seek opportunities to promote personal, compassionate, patient-centered care.

Priorities for PAC:

- 1) Create handouts with diagnoses, treatments, medications, care team information, and important medical history. Support WMC in creating a digital version of care plans available to patients.
- 2) Learn about patient and local community health resources and services. Develop partnerships that avoid duplication of services already provided to patients or advance current services.
- 3) Continue to gather feedback from patients to inform PAC Priorities, and the overall patient experience.

Summary of Responsibilities:

- ✎ Attend Council meetings on the 4th Tuesday monthly, at 6pm-8pm, and if possible, Sub-Committee Meetings on the 2nd Monday/2nd Tuesday depending upon Sub-Committee.
- ✎ Voice ideas or strategies for clinical care and quality improvements offered at Westminster Medical Clinic.
- ✎ Assist the PAC Chair(s) and Secretary to facilitate best Council meetings through participation in person, through email, or by phone.

Patient Advocate Skills:

- ✎ Abilities, Confidence, and Willingness to:
 - Communicate with peer-Council members, Westminster Medical Clinic staff, patients, and community organizations using strong skills: listening, verbal, and written.
 - Explore and brainstorm all ideas offered by patients and community organizations in a solution-oriented way.
 - Be a team player and determine the *best* decisions as a group.
 - Be compassionate in discussing sensitive topics.

Additional Requirements:

- ✎ Maintain confidentiality with:
 - All patient information in accordance with practice, State, and Federal regulations under HIPAA.
 - Westminster Medical Clinic confidential, strategic, and proprietary information.
- ✎ Complete PAC Selection process:
 - Submit responses to both essay questions listed below to pac@westminstermedicalclinic.com -
 - *Why do you want to participate on the PAC?*
 - *Why should you be selected as a Member of the PAC?*
 - Submit a personal recommendation to pac@westminstermedicalclinic.com

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- Please request the person include why he/she believes you would be a strong Patient Representative and liaison with our local community. It is important to us to have representatives that are well-received in their local communities because the Council facilitates community outreach activities. We request spouses are not asked to write personal recommendations.
- After essay response and personal recommendation submission, the current PAC cohort will make final selections. A current PAC member will contact selected individuals. The current PAC member will call your home or cell phone listed at Westminster Medical Clinic.
- A PAC member will notify you if selected. You will be asked to please send PAC an acceptance of the position in writing to pac@westminstermedicalclinic.com
- Attend the next PAC monthly meeting after acceptance.
- Complete the following **before your first PAC monthly meeting** –
 - Independent Contractor Agreement form
 - Background Check form
 - HIPAA Certification regarding privacy and security of protected, personal health information (60-minute webinar and quiz)
 - Signed PAC Patient Representative Job Description

Patient Representative Name: _____

Patient Representative Signature_____

Date: _____

WMC Practice Administrator Signature: _____

Date: _____