



Patient and Family Advisory Council Meeting

December 14, 2016

- Follow-up: Community Resources: The website is up and running but also continually being added to as we learn of more resources. To access it go to www.uamssouthwest.com and the Community Resource Directory. On the left column are the different categories. Still working on making it able to create a printable document to give to patients and community, as well as cards printed to give out to direct people to the site. The link has been added to all the desktops at FMC so that residents who are not from this area and are not aware of resources, will be able to better help direct their patients.
- Year in review: What we have done: It has been a year of much change and a very fast-paced one at that. FMC moved to a new clinic, where we sought the advice of the PFAC and made changes including new signage, directional arrows in the parking lot, relocation of the Happy or Not system, and a change in how the nurses call the patients back to be seen. We adopted the Televox system and began using automation to call for appointment reminders, and we took PFAC advice on changing that some as well. We did wait time studies and found them to be much improved. We are closing out the 4 year CPC program and were recognized for our participation in that and the shared savings we received. We were accepted into Track 2 of CPC Plus and will begin that in January.
- What's next: CPC Plus- We had a brief discussion on CPC and CPC Plus which are the main initiatives that led us to develop our PFAC to get patient feedback. We discussed the incorporation of Neighborhood Clinic into FMC and the move for AFK to the 2nd floor in the upcoming year.
- Growing our PFAC: We welcomed ideas on how we can expand our PFAC and what would motivate patients to be engaged in it. Some discussion points were having current members invite friends and family that are caregivers or patients to join them, having a quarterly newsletter in both English and Spanish distributed to patients to make them aware of what we do and the PFAC, having survey cards at the end of the visit with contact info incase patients want to go into more detail about their visit or have questions or comments, and getting the providers to be more involved in directing patients and parents who are involved to become members. We also discussed having more frequent contact with PFAC members than just quarterly meetings.
- Open discussion: Due to a patient question we discussed other resources that are available online such as www.medlineplus.gov where patients can go for more info on specific diseases, drugs, supplements, dietary restrictions, etc.
- Next meeting will be in March 2017

