

Happy Fall Y'all



Patient and Family Advisory Council Meeting

Wednesday, September 20, 2017

4 staff members and 6 patients were present

Patients were welcomed and we played an icebreaker game to learn more about each other and what we might have in common.

We reviewed the Happy or Not reports for July, August, and September to date.

- July “Was the appointment reminder call easy to understand?” Had 86% highest rating. No suggestions for improvement.
- August “Would you like your appointment reminder sent as a text message?” Had only 73% of the highest positive rating. We were not sure whether this is truly a reflection of people not wanting text reminders, or whether it was a reflection of the staffing shortage and people just being upset. None of the patients present had any negative experience during this time frame and further said they would not have even realized that we had a staffing shortage, so it was handled well.
- September “Were the phone operators courteous and helpful when you called for an appointment?” To date has 79% of the highest positive rating. No negative experiences noted by our patients present at the meeting.

Our next discussion centered on creating a mission statement and sustainability plan for the PFAC. There were 4 questions to review in trying to construct this, with the responses listed below:

1. What do we do? Recommendations and feedback to guide improvement in the clinic, Problem solving, Serve as a quality control measure to provide ideas and input to improve medical services and other services provided by the clinic
2. How do we do it? Evaluating, open discussion, quarterly, with patients and family members of patients
3. Whom do we do it for? Patients, family, caregivers, for the relationship of all involved
4. What value are we bringing? Helping meet the requirements of the overall UAMS mission, Bringing areas to the forefront where we need to focus improvement and show compassion, Honest feedback to guide true improvement

For the sustainability plan we discussed term lengths and whether patients should be removed from the council if they miss too many meetings. We feel that at this time we have a very good council and do not want to lose anyone, but perhaps add to the group for a new perspective. Patients were invited to let Christa know if they had someone they thought would be good to come as a guest with the only requirement being that they must be a UAMS-SW patient. We might need to think about having a minimum and maximum number as well. Christa is also talking with 2nd year residents as a part of MHS and will ask them for suggestions of new members. Staff members will meet before the next meeting in December to draft a mission statement from this and bring to the PFAC for approval or changes.

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The final topic of discussion: How can we reduce non-emergency utilization of the ER? Some of the suggestions are as follows:

- It has to be promoted by the staff. Doctors telling the patients before you go to the ER you need to call us. We have on call providers and we want you to come to us, not them. It may even come down to telling patients that they are hurting our numbers and our reimbursement when they go to the ER for non-urgent reasons.
- More intensive follow-up with patients that frequent the ER
- Providers are too quick to say to go to the ER
- Need more same-day availability and to market it to patients that we do have some walk in appointments
- Better dialogue when patients are calling to see if they truly need an urgent same day appointment or can wait a week or two. Better triage in scheduling appointments based on need and urgency.
- Working with hospitals to defer patients back who do not need to be in the ER. It should not rest entirely on the clinic, hospitals have to do their part too.
- Education for patients, especially new parents, and on things like seasonal triggers for asthma and COPD and preventive outreach to patients for things like that.
- Do the hospitals have a nurse triage phone number to help patients decide if it can wait? Especially for new parents. Some discussion that one of them used to have a number for new parents to call so that you would not be bringing your new baby up there for every little thing.

It was a very productive meeting with many great suggestions. The next meeting will be in December.