



Patient and Family Advisory Council Meeting

December 13, 2017

3 staff members and 4 patients were present

Patients were welcomed and we played an icebreaker game to give away a door prize.

We reviewed the mission statement, vision, core values and sustainability plan that we worked on at the last meeting, then crafted into a true statement after that meeting. All patients present thought it was great and were in favor of adopting it.

We reviewed the Happy or Not reports for the past 3 months. All of them were above 90% positive rating.
September-“Were the phone operators courteous and helpful when you called for an appointment?” 91% positive
October-“Did your doctor explain things in an easy to understand manner?” 92% positive
November-“Did our nurses and other medical staff treat you with courtesy and respect?” 91% positive
Patient comments were that the only problem that one patient had was never seeing the same provider. Several questions were asked and answered but no real cause was found. We discussed the importance of the team approach in residency clinics and scheduling preventive care appointments in advance with the PCP.
Other comments made by the patients were that the wait times both in lobby and in exam room were excellent, about 20 minutes and 10 minutes respectively. Patients stated that compared to other providers in town we definitely have the best in that regard.

The next topic of discussion was “New Patient Orientation-What are the key aspects of FMC that new patients need to know?” Responses were:

- What a resident is-that they are doctors not just students
- How a residency works-that they will only have their provider for 3 years maximum
- What resources are available-Rhonda, Dee, Jami, Melissa, and Lance, as well as where to find the community resource guide
- That if you go to the hospital, you will be seen by our doctors there who have access to your chart
- How the after-hours call works, and reasons to go to the ER vs waiting to make an appointment
- The team aspect of care and knowing which team you are on
- Our Facebook site and website and where to find information about us
- How the patient portal works and what you can do on it

We had drawings for 2 other door prizes and wrapped up with a 2017 year in review discussing our first year in MIPS and CPC+ and first year of AR Medicaid care plans and our successes with those.