



Summer 2017



Patient and Family Advisory Council

2nd quarterly meeting

June, 28, 2017

3 employees and 6 patients/caregivers in attendance

Patients were welcomed and we played a quick “ice-breaker” game to get everyone to know each other better and get conversation flowing

We reviewed the Happy or Not for April, May, and June which was very positive and all members agreed with the results of each question.

- April -“When you arrived were the receptionist (check-in staff) friendly, knowledgeable, and helpful?” 88% highest rating
- May -“Were you seen within 15 minutes of your scheduled appointment time?” 87% highest rating
- June- “Are you comfortable recommending us to your family and friends?” 91% highest rating

We spent the rest of the hour discussing the 20 question survey that had been previously mailed out to the council members, which is summarized in a separate document.

A few things that we need to work on as evidenced by the survey and comments received:

1. Signage letting patients know that they need to ask the front desk if they need a wheel chair
2. Signage or something letting people know we have a Facebook and things like giveaways to boost that following
3. Educating our population on how a residency works, that they are not just students they are already doctors, that they have faculty doctors with years of experience overseeing them, that they graduate residency in 3 years and that we get in new residents each year, and the benefits of getting your care in a residency clinic.