



Patient and Family Advisory Council

March 14, 2018

4 Committee Members, 1 guest employee, and 4 patients/family members were present

- Welcome, Introductions, and Icebreaker game
- Reviewed the PFAC mission statement for new members and those absent from last meeting
- Discussed extended hours clinic now available Mondays from 1:00 to 7:00 pm with 34 walk-in slots available. None of them had used it or knew about it yet.
- Health Literacy Screening was the next topic on the agenda. We discussed the reasons for the screening and implications of low health literacy as well as the process that should occur and what we are doing if a patient has low health literacy. None of the patients had ever seen the health literacy question or recalled being asked it. We have been through much staff turnover in nursing, so retraining staff and standardization of the process should help.
- Our behavioral health Jami Duran, LPC came to the meeting to speak about the social needs assessment screening. Members were given a copy of the screening questionnaire and encouraged to look it over and bring back suggestions to the next meeting or to bring it back to the clinic and drop it off with the front desk to give to Jami or Christa. Review may include adding additional questions or resources or removing some of the questions. Destiny also pulled up our website on the large screen to show the members how to navigate our community resources guide and what content is there.
- The remainder of the time was used for open discussion. One patient had called for an appointment for acute needs and was told there were no appointments available so had to use an urgent care facility in town. The patient stated that though we could not accommodate her needs that day, she was given an appointment the following business day and came in for it. Another patient had a situation where she was going to miss an appointment because she was at the imaging center getting a test done. She called and was told that if she was more than 15 minutes late she would have to reschedule. When she arrived she was already listed as a no-show but Brenda talked to the provider and got her worked in. We discussed that the schedulers are in another building and not able to easily check with the nurses or providers so it is good to ask to be transferred to a nurse if the need is urgent. Another patient wanted to let us know how much he appreciated our diabetic educator Rhonda Wright and the resident he sees, Dr. Hanson. With their coaching and help he has been able to lose weight, lower his A1c, and decrease his insulin usage. We are happy to hear success stories like this.