



## *Patient and Family Advisory Council Meeting June 20, 2018*

3 employees and 4 patients were present

- We began with an activity “Who is Your Care Team?” To identify all the team players that perform the various tasks in a patient visit. This exercise shows which team members carry the majority of the load and where duties could be shifted in effort to work everyone at the top of their license. From a patient viewpoint, it also shows how much more is involved in a visit than patients often realize. Several items were discussed in this such as care plans and high priority beneficiaries.
- We reviewed the Happy or Not results from April and May, which were surprisingly not bad considering we had a computer switchover and nurse shortage. Patients stated that they had no problems lately with either of the topics of these questions, “Friendliness of the Front Desk Staff” or “Being Seen Within 15 Minutes of Appointment Time”. One patient had to make a same day appointment for acute needs and said they got in and out very quickly. We discussed the new computer system and that the new schedule had opened up even more same day appointment slots. Patients said that it must have gone pretty smoothly because if we had not told them, they wouldn’t have known about the computer switch or staff shortage.
- We revisited the new social needs screening questions that were brought up at the last meeting and had asked the patients to take home and review. The patients said that the questions were very thorough and they could not think of anything that was left out. One suggestion was that we might need to add a box for “I choose not to answer” because some of the questions are about very private things that patients might not feel comfortable answering.
- We discussed the new patient portal and how everyone would have to sign up again to use it. Signs are being made with the new portal address and we will have to do another big portal push to get those numbers up.
- In open discussion a few things were brought up:
  1. Televox is working again but if there are 2 people in the household with appointments, it only calls for one of them.
  2. People in the community still do not seem to know that our clinic is here. Perhaps we should check into having a grand re-opening or advertising in the Four States Magazine
  3. A patient had a recent issue. They had been to a referral and were back home and started having very serious problems and were not sure whether to go to the ER or not. They called and spoke to a nurse to ask. The nurse said she would call the specialist and let them know what they said. The patient never received a call back. We will look into this more.
- Next meeting will be in September