

Patient and Family Advisory Council Meeting- September 27, 2019 UAMS Southwest FMC

- 3 patients and 2 employees were present
- We began with a welcome and an icebreaker game. The game relied on memorization skills and showed how we work better as a team than individually. It was a great example of how we need them to be a part of our team and notice things we might miss.
- Next we had a follow-up on items from the last meeting:
 - The answering service has been given a script to follow and we are also looking into other options.
 - Destiny emailed the company to attempt to add some of our own content to the TV lobby screen. All of UAMS is looking into other options for this as well.
 - We decided to do Relay for Life instead of Race for the Cure this year and are still looking into other opportunities. When the time comes for that we would love for them to join us at our booth.
 - We are increasing the number of providers trained to do Medicare Wellness Visits. We have also partnered with Fouke school district to do an on-site clinic there. This will help increase our focus on preventive health.
 - Other items brought up at last meeting have been brought to the attention of the Clinic Manager and Medical Director.
 - We implemented the cards that the providers can carry in their pocket to give patients to schedule follow-up appointment dates.
- We reviewed the new patient packets that have been implemented to evaluate their thoroughness and value to the patient. Our patient advisors were impressed with them. The only suggestion made was to also include an information sheet on the patient portal. They also suggested that perhaps this information should be given to retirement homes, home health agencies, etc.
- We discussed our social media platforms and how we are attempting to engage more people on those. We would like for them to follow us on social media and review us to help improve this presence. We will begin doing resident spotlights there as they had suggested. In the summer and fall we will focus on the new 1st year interns-where they come from, where they went to school, their family or hobbies. In the spring we will focus on the exiting 3rd year residents- where they are going and what they liked best about our program.
- We touched on the next item on the agenda, the Patient Satisfaction Survey, but did not get into it very much before time was up. They were asked to take it home and come prepared to discuss it at the next meeting.
- One question was asked regarding how late they can call on the days we have extended hours and be able to get an appointment. We will follow-up on that at the next meeting.
- Another issue was raised regarding the closure of the DeQueen hospital and how that will leave a void that needs to be filled to help those patients.
- The next meeting will be in December.