

PARTNERS IN HEALTH FAMILY MEDICINE
PFAC Meeting Minutes for 3.29.19

The meeting started at 5:00pm with 5 members present, 3 patients and 2 staff members. Michelle was introduced as a new staff member who will be attending these meetings since she is on our Patient Experience Team.

We announced and discussed that Dr. Karen Burnett will be leaving our clinic on May 3, 2019 and moving to St Thomas. We are currently looking for a physician to join our practice and until we hire someone the other providers at our practice will care for Dr. Burnett's patients. Council members anticipated no issues as long as patients could choose which provider they wanted to be their PCP.

We then went on to the topic of our merger with Rocky Mountain Primary Care (RMPC) on July 1, 2019. We discussed the fact that it is primarily a financial merger and that our clinic site will not be changing our day to day operations. Members asked questions about call coverage and if patients would sometimes be required to go to another location and Janet explained that these functions will all be in house as they are now. A proposed announcement was reviewed for suggestions of additions or revisions and none were proposed. It was suggested that in addition to posting the announcement on our website and in the waiting room we place it in the examination rooms.

Betty then presented information on a new food bank in our area and said that they really have some great items to distribute. Janet will make sure that care coordination is aware and adds the site to our list of food resources.

We discussed that plans are being made to install automatic doors in the HUB. We then discussed if they are also needed at the clinic. It was brought up that while those doors are lighter in weight, can be propped open and do not close automatically as the ones in the HUB do, it still might be beneficial. It was mentioned that people in wheelchairs can still have issues and that staff has to close the door behind them.

Council members were then asked for any suggestions or to report any issues observed but none were brought up. It was announced that the next meeting would be in September and that we would like to recruit new members. Michelle brought up that she could probably do that during her work with patients on their referrals and prior authorizations.

In closing the patient members were given \$25 gift cards to various restaurants as a thank you for their time.

Janet Stephenson
Practice Manager