

Meeting Minutes from the March 30, 2018 meeting of the Partners in Health Family Medicine Patient and Family Advisory Council.

Please refer to sign in sheet for attendance roster.

First on the agenda was a discussion of the new review/survey tool from Social Clime that was implemented several weeks ago. Janet had an example of the text that is being sent out for all to see. None of the council members had yet received one but several had participated in our end of the visit survey tool through Qualitik and CHN. Janet asked members if they had any suggestion for questions or topics for surveys to ask. They all agreed that the question about recommending family and friends was good but they thought that specifically rating the visit in general that day would be good also. The other suggestion was to ask a questions about wait times. It was recommended by a council member that we should do a survey about our patient's satisfaction with the specialist that they were referred to. Several members have had less than satisfactory experiences with specialists recently. This is something we had not previously considered and we will bring this up with Dr. Engelstad.

Second, we discussed enforcing a patient code of conduct since we have been experiencing more difficulties with abusive patients and their family members. The council agreed that steps needed to be taken. One member said that during her former employment at Kaiser they had a 3 strike rule. I told them that we had sent out a few letters about appropriate behavior and what will not be tolerated and they agreed that was good and necessary for the safety of everyone and for maintaining a positive atmosphere in the clinic.

Third, our new self management programs for diabetes and obesity were discussed and the flyer for the open house in April were reviewed. The group was asked to give their opinions on starting some type of group self management services for patients with depression and they were very positive. Multiple members who have participated in our diabetes group visits said that the peer support received from group sessions was very valuable. They suggested a set of ground rules be determined at the first session.

Fourth, members were asked for suggestions for the type of information that they would like to see on the bulletin boards in the waiting rooms. They had no specific suggestions but they went on to suggest that any information on the board could be put in the magazine rack in each exam room since they would find that more interesting than a magazine.

Fifth, members were asked for suggestions regarding information that could be displayed on the Patient Point TV in the waiting rooms. They suggested information about local places that promote healthy lifestyles like recreation centers, Silver Sneakers, and programs for seniors.

During open discussion it was brought up that staff members need to slow down when they are leaving a voice message. Many times the patient cannot write down the information or phone number to call. In addition it was again mentioned that patients can still hear staff talking about each other and about their personal lives outside of the exam rooms. Janet assured them that both of these issues will be brought up at the staff meetings next week.

The next PFAC meeting was scheduled for 6.15.18 at 5:00pm