

## Patient and Family Advisory Council 1/21/17

Start 11:00am End: 12:30pm

We had a nice turn out for our meeting with 8 new members and 1 previous member. In addition we had a physician from the Buena Vista area attend at the invitation of one of our members. Each attendee was given a copy of our compact to review and a special discussion was held about HIPAA and how it pertains to things that may be said at our meetings. All attendees acknowledge having an understanding of HIPAA and patient privacy in general.

We let everyone know that we were accepted into the CPC+ program and what that entails. We let them know that this program will enable us to continue our work in the areas of care coordination, behavioral health, home visits, and self management support for our patients.

We went around the room asking all attendees to state 2 things that they would like to see change or that they particularly like at PIH. Comments included:

- A scale to weigh wheel chair bound patients.
- Better accommodation for wheelchairs in our waiting rooms.
- Difficulty with the new CCD documents in the patient portal. They are the ones that automatically upload and they are very difficult to read. Currently the only work around is calling the office and asking to have a PDF of the patient plan or master IM sent to them through the portal. Also problems with uploading lab data.
- Would like to have a trashcan placed next to the entrance to the clinic.
- Could we make the two parking spaces next to the walkway to the HUB handicapped? That would automatically give wheelchair patients that have a van with a lift more room. In addition our 6 spaces seem to be full on a regular basis.
- Compliments about the bulletin boards in the waiting rooms, they thought the information was timely and interesting.
- Compliments about the New Year holiday newsletter and should we make that happen at a few times a year.
- More provider and MA interaction, too much time viewing or typing into the computer.

**Homework:** Attendees were given an example of a Mission Statement and asked to come up with suggestions for our next meeting.

Our previous member, John, let us know that he will be resigning since he is moving to Colorado Springs. Thank you John for all that you have done in the last 3 years.

Next meeting was scheduled for Saturday April 8<sup>th</sup> at 11:00am.