Westminster Medical Clinic
Patient Advisory Council (PAC) Meeting Agenda
August 26th, 2025 – 5:30 p.m. – 7:30 p.m.

PAC Mission: We are a group of patients who advocate for the WMC Community to continuously improve the patient experience. We strive to increase the health and wellbeing of each WMC patient.

PAC Vision: We will build relationships within the WMC Community to listen, learn, and seek opportunities to promote personal, compassionate, patient-centered care.

Guests - Jim, JJ, Larry, Jack, Kellen, Gail, Dovie,
Unable to attend - Heather H, Heather F, Heather L

1.) Dinner & Chat **15 min**

2.) Welcome (Jim and Gail) **10 min**

3.) PAC Workshop **45 min**

- Pantry
  - i.) **Updates (Heather)**
  - ii.) 2025-2026 **CCPCI Study & Flyer (Caitlin)**
    - **(1) 4 → 12 households**
    - (2) Heather L: add language of "Have you always wanted to give back? Here's a way to do that at no cost to you!"; 3pack buying idea to send to Heather F
    - (3) Dovie: comparison of cost past - present (ex. Pinto beans, chickpeas)
- Hospitality
  - *i.) Last Meeting*
    - *(1) Add the Behavior Pledge back up in the Lobby, rooms, add to The Pulse*
    - *(2) Staff Training*
      - *(a) "The customer is always right on taste": Continue to nurture interpersonal relationships and conflict resolution; hospitality is setting expectations/boundaries*
  - ii.) Patient Outreach - Info and Ideas **(Caitlin)**
    - (1) WMC Policy: Letters, Emails and Cards
      - (a) Card = celebratory, could it have a more relaxed letterhead?
      - (b) WMC version of a card, logo on front and blank inside
    - (2) PAC-Patient phone calls on experience
      - (a) Make sure they know PAC aren't making policy decisions
    - **(3) Future Ideas for The Pulse?**
      - (a) Comic strip
  - iii.) Provider Appreciation
    - (1) **Kudos Boards Example, Next Steps (Gail)**

(a) Table in the lobby, start with Providers
(b) QR code - drop your Kudos for your Provider
(c) Individual ones
(d) Frame with a mat
(e) Sticky notes at Front, Stickers

- PAC success measure: Awareness and doing good stuff
  - i.) PAC awareness with patients
    - (1) # features in The Pulse by PAC or about PAC
      - (a) Articles last few editions.
      - (b) **Next edition?**
        - (i) Tips on if you are feeling anxious
        - (ii) Resources to help with Medicare Advantage/Medicare enrollment
        - (iii) Topics on Federal/national level (ex. vaccines), and someone at WMC to be able to write an article ["Let us be the experts", "Where do we Stand?"]; epidemiologist in Longmont to help?
        - (iv) "Behavior Pledge" in the New Year , New You edition; send copy to Heather L
    - (2) # of people reached/talked with
      - (a) **Lobby Coffee - approx 3-7 over 1 hour**
  - ii.) Keep doing good stuff long-term
    - (1) # people join/on the PAC
      - (a) **Spoke to 1**
    - (2) Annual patient survey report
      - (a) **In Progress**
- Grants **(Caitlin)**
  - i.) Loneliness study **results**, grant 2026
    - (1) Ideas of communications/language next year
    - (2) Caitlin to send out manuscript prior to publication on occupations consent

4.) <u>PAC Photo</u>

5.) <u>Adjourn</u>

Next In-Person Meeting: _____

Items to add with standing agenda:

1.) 75th Anniversary preplanning
2.) Loneliness

3.) *New Patient consultations - design how this can this be done, including ways PAC / WMC could be more connected within community to impact the #new patients joining WMC, incorporate improving transitions in care(medical records)*

Content Ideas for The Pulse -

1. Did you know? Section
2. It is cool to know you have students
3. Kid's Club Cards
4. Healthy gut, PhyAct resources
5. DearAbby&Heather
6. Mental acuity quiz/puzzle