



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

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| 1.) <u>Dinner & Chat</u> | <u>15 min</u> |
| 2.) <u>Welcome (Jim and Gail)</u> | <u>10 min</u> |
| 3.) <u>PAC Workshop</u> | <u>45 min</u> |
- 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.) PAC Photo

5.) Adjourn

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