

Meeting Notes from PFAC on 7.22.17

The purpose of the council was reviewed with special emphasis being made that this is not the forum for personal complaints and stories. New issues and suggestions for areas of improvement will be discussed at the end of every meeting and the discussion will be kept as general as possible without the relaying of personal health information whenever possible. Everyone agreed that this format is required in order to make the meeting as productive as possible. As requested at the last meeting each member was given a copy of the new who to call with complaints handouts and one member suggested that it be posted in the waiting room and included in the new patient packet. Everyone else agreed that this was a good idea.

Janet then introduced the topic of PIH considering the purchase of the Phreesia system that will allow patients to download patient demographic information into NextGen and also allow PIH to gather clinical information and administer some standardized testing to patients through links to a HIPAA approved site that would download into NextGen. We watched a brief video about Phreesia and how it works and then the question was posed would this work well in our clinic? Several members had already encountered this system at their orthopods office and said it seemed to work well. One member was concerned about germs being passed from patient to patient since everyone would be using the same check in tablets over and over. It was also brought up that we would have to have someone posted in both waiting rooms for the first few months to assist patient with using the tablet. At the end 6 members thought it was a good idea and 1 was undecided.

Members reviewed the quick handout about the Westminster Rec Center program that we are collaborating on and they really thought it would be of benefit. Since the program requires a referral from us they suggested a posting in the waiting room with some type of handout that patients could give to their provider asking to be referred.

Discussion was held about a registered dietician and exercise physiologist that contacted us wanting to start a program in our clinic for weight loss and life style change. While everyone like the idea several members pointed out that we have this type of service available to certain patients through our collaboration with TriCounty and it does not cost the patient anything. We discussed that Medicare might pay for some of the patients but that anyone whose insurance did not cover the cost would have to pay. We talked about reasonable fees and the discussion took the direction that this service was not really needed, especially with the Westminster Rec program, and the council did not think that we should necessarily pursue this.

It was mentioned at the end of the meeting that there still seemed to be an issue with telephone communication and receiving test results. Janet went over some of the criteria that PIH has for returning phone calls and the members felt that this happens many times but not every time. PIH will continue to work on this issue, the members had no new suggestions for improving this process.

The next meeting was scheduled for October 21, 2017 at 10:00am.