

The background of the slide is a light, neutral color with a decorative border of various orange and light orange leaves scattered around the edges. The leaves are stylized and vary in shape and size, creating a seasonal, autumnal feel.

Patient/Family Advisory Council

Springfield Center for Family Medicine

Springfield, Ohio

September 2, 2014

Meeting #3

Agenda

- ❖ Welcome
- ❖ What is CPC and PFAC
- ❖ Introductions
- ❖ 3rd Quarter Survey Results
- ❖ Care Plans
 - ❖ Mentoring Program
 - ❖ Test Patients
- ❖ Open discussion about future enhancements
- ❖ Wrap it up!

Welcome

Housekeeping

Restrooms at North end of Waiting Room

All meetings begin promptly at 12:00 and end at 1:00

Packets:

Member Roster with Emergency Contact Info

2nd Quarter Survey Results

Discussion questions about future enhancements

Honorarium

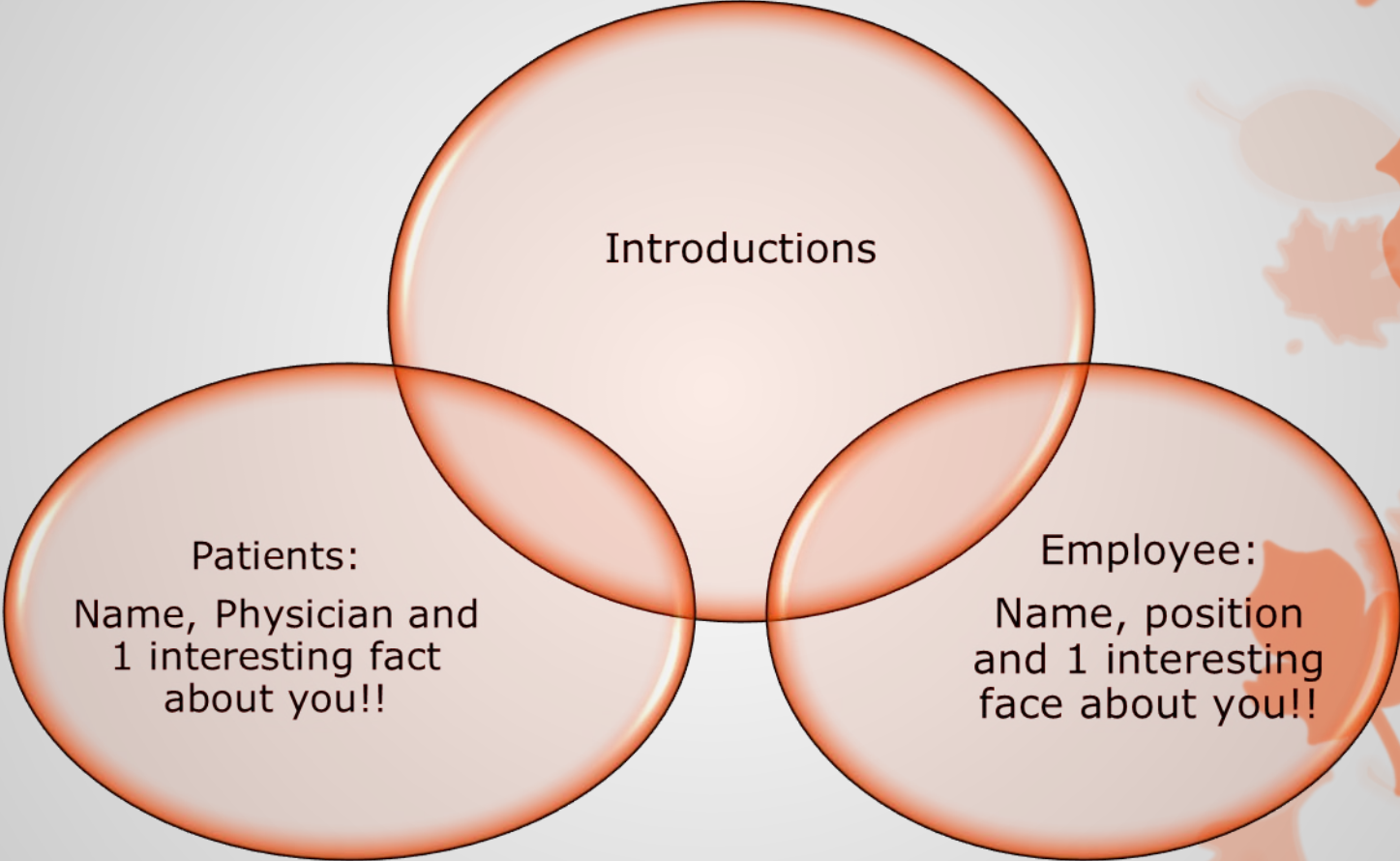
What is CPC and PFAC

CPC stands for Comprehensive Primary Care

This is a model for better health, better care and lower cost.

PFAC stands for Patient/Family Advisory Council. This is a model to create a practice that values the patients perspective and also creates patient centered healthcare experience.

Icebreaker



Introductions

Patients:
Name, Physician and
1 interesting fact
about you!!

Employee:
Name, position
and 1 interesting
fact about you!!

September 2014 Survey Results

Surveys were handed out at appointments from 08/11/2014 thru 08/15/2014.

We gave out 318 surveys during this time period. There were 284 surveys returned to us completed. The results of these surveys are attached.

As you will see the main complaints continue to be related to our phone system. Playing phone tag, not speaking to live person, etc. Also, another large complaint continues to be wait times, both in waiting room and in exam room.

So what have we done or are we considering at this time to try and improve in these areas?

1. We hired another physician, Dr. Lindsey Miller, and a Nurse Practitioner (to be named later) to our practice. We are hoping this will bring about improvements in these areas.
2. We are bringing to the table today a suggestion about our phones. We are considering turning off the ability to leave messages after hours. This would allow our staff to begin answering calls live in the mornings as they come in. Currently, the phone staff retrieves up to 20 messages in the mornings that are left after hours.
What do you think?

Are there any other ideas or suggestions you would like to put on the table today?

Care Management/Self Management

At the last meeting we discussed what a Care Plan was.

A suggestion was made to test out a mentoring program between 2 of our patients.

Attached are the results of that test. Lets look at it together.

So what do you think? Any comments?

Wrap it Up

Thank you all for taking time out of your day to come and help us improve the patient experience within our practice.

Next and Final Meeting:

December 2, 2014

See you soon!