

## PFAC Meeting Notes

July 18, 2023

**Attendees:** Heather Brown (community member), Kelly Harris (community member), Roger Ludy (staff member), Ashley Anderson (staff member), Annie Strickland (staff member), Tania Raudales (patient, parent)

**Notetaker:** Annie Strickland, staff

### Agenda:

- **Welcome and introductions**
- **Review Agenda- Ashley**
- **Approve Meeting last Meeting Notes- Ashley**
  - Unanimously approved last meeting notes.
- Updates from previous meeting
  - Record Retention (view changes and release forms)
  - **PFAC QUESTIONS (from last meetings):** What can parents see on a portal? Is there a policy around portal access and a way to better protect minors? Is there a confidentiality statement/check listed on the portal?
  - **Responses by the Corner's Medical Director:**
    - We suggest that patients do not give their parents/guardians portal access. Some institutions do not allow portals for adolescents to prevent parental access, however this may represent a barrier, violating the CURES act.
    - Our Privacy policy addresses if parents request record copies. In that instance, the procedure (available in the CAHC file on the F drive) requires us to review the record and remove any confidential/minor consent care from the printout prior to giving it to the parent/guardian.
    - Athena does not have a way to make individual records private at this time, although that build is happening.
    - We added PFACs recommendations/changes to the policies and are very grateful for their reviews and advice.

### Basement

- Rethink lighting and adding more. It felt dark.
  - Recommendation received.
- Collaborating with interior design students to take on the project of revamping the space.
- Creating more opportunities to display patient art and collaborations.
  - Working with care manager to include more patient art. Planning August first Friday
- Adding a baby gate because the open space is difficult for parent and child classes.
- Using one of the storage closets for baby clothes and items to create more space for needed items that we don't carry such as (mops/brooms, cleaning supplies, plastic wear, napkins (not paper towel).
  - Good idea, but all clothes are donated, so can only put out what is available.
  - Care Manager who manages the store received request for additional cleaning items and will try to work into budget.
- Consider adding super plus tampons, gender neutral clothes and baby detergent to the store.
  - Yes to super tampons. Clothing available based on donations. Baby detergent depending on budgetary constraints.

- Review Policies- Ashley
  - Child Abuse and Neglect
    - Update policies to include option to file report online via MiBridges.
    - Heather asked about any time restraints on pulling together a multidisciplinary team to review reporting concerns.
    - Recommendation to specify timeline for notifying the medical director of any report filed.
    - Should there be a yearly training for mandated reporting?
      - Assumption implied in document that all staff members are trained yearly.
      - Is this training relevant to all staff? Yes.
      - Recommendation to include annual staff training in the written policy.
    - Ashley motioned not to approve until updates are completed.
      - No motion to approve yet. Awaiting updates.
  - Confidential Services
    - Grammatical changes.
      - Procedures 1: master's level clinical social workers and a psychiatrist.
    - Section 12:
      - Would a parent be notified of sexually transmitted infections?
      - The wording leaves this section up to interpretation – 'if danger exists that could lead to harm to self or others'
    - Section 11:
      - 'extensive treatment' wording leads it up to interpretation.
      - Per ED, deliberately broad to encompass a range of situations to provide the widest range of services that a young person may need.
    - Section 13:
      - Question: how much to encourage an adolescent to include their parent in treatment?
        - Up to the clinician's discretion and use of motivational interviewing.
    - Need to know list:
      - Is that list exhaustive?
      - Section 2:
        - capitalize position titles
        - HIPAA manual – does that exist? Is there one in specified locations?
      - Section 6:
        - 'Need to know' -> HIPAA utilizes 'minimum necessary' language. Perhaps the list does not need to be included or specify clinic versus administrative
      - Section 7: capitalize the bullets, make change to Social Workers
      - Section 8: need to update position titles
      - Section 5:
        - Case management language missing – care provided by a team of providers.
        - Per Roger, could be difficult to restrict certain staff member's access to charts in Athena.
      - Section 14:
        - Not asking about letter to return address

- Not currently offering B. non-specific VM message
- Motion not passed to approve at this time.
- Not approved.
  
- Strategic Plan Conversation- Alex Plum
  - Executive Director Alex Plum shared initial strategic plan objectives and measures.
  - Strategic Plan Values
    - Belonging and Culture
    - Participation and engagement
    - Safe, high-quality and wellness outcomes
    - Sustainability and outcomes
  - 1 goal, 3-4 objectives, and 2-3 measures for each objective
  - Corner Pyramid
    - Current services, hopes, wows
- Announcements- Tania
  - Will the next meeting still work? Oct. 17<sup>th</sup>
    - 12-1pm
    - still works
  - Gift card preference?
    - Amazon