

PFAC Meeting Notes

October 17, 2023

Attendees: Tania Raudales (community member), Ashley Anderson (staff), Lauren Fardig-Diop (community member), Keisha Phillips (Ozone House), Matia Burch (staff/parent)

Notetaker: Annie Strickland, staff

Agenda:

- Welcome and introductions
 - Reviewed PFAC goals and procedures.
- Review Agenda
- Approve meeting last meeting notes
 - PFAC notes always uploaded to the website.
 - Approved unanimously.
- Updates from previous meeting
 - No updates from medical director, so nothing to approve from last meeting.
- Patient Satisfaction Survey
 - Would like to review the open-ended answers – Q10, Q11
 - What areas of growth do you see?
 - Q2 – Empathize with feelings of being rushed or judged. T shared experiences of differences between learners and doctors. Recommends more training for doctors on communication/patient care. Would like to understand the ‘why’ behind answers from the medical team. No is not sufficient, patients need to understand why the doctor is saying what they’re saying.
 - Q17 – wondering about how to better engage young men in healthcare.
 - Fatherhood program

- Recommendation – Parental meetings – Talking to your kids about sex - how do you talk to your kid about sex?
 - School programs to connect young people to health services and education.

- Communication – Matia shared experience with poor communication, felt like the provider didn't review the chart prior to visit. Felt like had to overexplain. Also shared concerns with the door being open during sensitive conversations.
 - Recommendation: providers undergo trainings re: patient care, privacy, cultural sensitivity.

- Q3 – K noted lower satisfaction percentages or not applicable for SW, provider, person giving shot
 - Recommend separating MIHP, Social workers, and case manager sections
 - Wonder if lower percentages for 'person giving shot' could be lower since so many folks have fears/aversions to needles/blood draws

- Q9 – Other responses include; kind, lovely, personable.

- Q10 – received responses, brief overview.
 - Themes: feel seen, ask about pronouns, welcoming, respectful, fast appointments, easy to schedule appointments, heard, range of services, non-judgmental, approachable for college students, genuine

- Q11 –
 - Age requirement – we do aging-out visits and help folks transition to new care providers
 - Does this process need to be reviewed?

- Accessibility?
 - Recommend better signage about the elevator
- Recommend updating some of the posters
 - Ensure images on posters are representative of clientele, racially diverse and gender inclusive
- Donation area? Specifically for trans youth?
- Front desk area review/overhaul
 - Youth Leadership Council?
- Are there any questions we should be considering?
 - How did you hear about us?
 - Engaging the YLC in thinking about questions.
- Ideas for future programming/changes?
 - Recruitment
 - How can we bring more patients to the table?
 - Posters in the exam rooms, promoting food/gift card etc., send out texts/emails via Athena blast, connections with community partners, events, first Fridays, postcards
 - Open house for families
 - Announcements
- Will the next meeting still work?
 - December 19th
 - Works for everyone.
 - Last meeting of the year!
- Gift card preference?