

PFAC Meeting Notes

December 19, 2023

Attendees: Ashley Anderson (staff), Annie Strickland (staff), Kelly Harris (community member - WAVE), Roger Ludy (staff), Matia Burch (staff/parent), Keisha Phillips (community member – Ozone House)

Notetaker: Annie Strickland, staff

Agenda:

- Welcome and acknowledgements
- Review Agenda
- Approve last meeting notes
 - PFAC notes always uploaded to the website.
 - Unanimously approved.
- Updates from previous meeting
 - No updates.
 - Thank you for following up and sending Ashley approve/disapprove of previously reviewed policies.
- Review Patient Rights and Responsibilities
 - Question about wordage around selecting Dr. Wells as PCP.
 - A: Dr. Wells is main physician of record for insurance plans. Dr. Wells is the medical director and only physician on-staff at Corner. This is just putting a physician on record for the insurance companies.
 - Is there a better way to word this section?
 - How does a person select a PCP? What about for someone without insurance? Is this section necessary?
 - Clarify services around helping people apply for Medicaid and the process for setting up sliding scale.
 - We do not send bills to collections, we do not turn people away for inability to pay.
 - The language about payment and insurance could be scary for some potential new clients.
 - Reading level check?
 - Reading from a young person's view point (12-13 year old), some wording can be confusing.
 - Some words might need to be included (ex. Confidential) but can explain further.
 - Does mandatory reporting need to be included?
 - Is this mentioned in Notice of Privacy Practices?
 - Confidential has different meanings.
 - Confidential care as outlined in the document
 - Clarify short-term counseling
 - Need to clarify counseling services
 - Delineate extent of 'short-term' – 12 sessions
 - Is it posted anywhere who to talk to if there are complaints?
 - How to file a complaint? Who would this be?

- Need it accessible and posted in multiple places.
 - Make a video for the general loop on the lobby TV?
 - YLC member do it?
 - Easy and accessible
 - On-time, No-show, and Safe Space policies
 - Where are they and what do they say – R printed out
 - Comments about #9 – need to clarify language about ‘prolonged lingering’
 - R to take back to the committee who created these policies
 - Goal for this form to be part of the New Patient packet and posted in the lobby.
 - Consent forms do not need to be completed every year.
 - Stylistically:
 - Boxes necessary?
 - User friendly and readable design
- Review and Thoughts on Current Year
 - We feel good about the frequency and timing of the meetings. We enjoy lunch.
 - Did not anticipate so much policy review, but very helpful and enlightening to community member participants to be able to explain to their clients.
 - Anticipated more creative meetings and hoped to create new things or service changes.
 - Would be nice to have more patient/family input.
- Intentions for Next Year
 - Send out questionnaire to members – what would you like to see next year?
 - 1 year commitment, 4 meetings/year, returning members can skip orientation.
 - Recruitment begins again in January
- Additional questions
 - After-visit surveys?
 - Community needs assessment?
- Community Announcements
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- Gift card preference?