



**Patient & Family Advisor Council Recommendations
2nd Quarter, 2015**

Utica Park Clinic (UPC) regularly holds meetings with our patients through our Patient & Family Advisory Council (PFAC). The goal of these meetings is to obtain recommendations from UPC patients and their family members in order to learn their perspective of our operations and consider that perspective when making operational improvements. PFAC meetings were held at six different locations during this quarter. A cumulative 45 patients participated and provided valuable feedback. Following are some of the topics discussed and recommendations that were made:

1. Utica Park Clinic is considering sending appointment reminders via text message. Overall, the PFAC indicated that they preferred to receive appointment reminders via text. There were a few that preferred a telephone call and they were assured that this option would still be available.
2. Educational videos were reviewed and were thought to be on target regarding content and duration. Recommendations were made to add a video on the topic of options for colonoscopy preparations. UPC will strongly consider this recommendation during the next video planning meeting.
3. Several PFAC members requested a better understanding of the Medicare Wellness visit. As part of this discussion, a recommendation was made to utilize the televisions in waiting rooms as a source of showing the educational videos that are currently available on the UPC website. This will be strongly considered and reported back at the next PFAC session.
4. During the Oncology PFAC session, there was a direct need expressed to have staff "round" and check in with patients throughout their treatments and infusions. The Oncology Office Manager will develop a plan with the clinic staff based on this suggestion.
5. Access to and selection of urgent care clinics afterhours and on weekends was discussed. Most patients indicated that they would prefer an urgent care clinic affiliated with UPC so that their health information was available to the provider that they would see during that visit. If UPC Urgent Care was not a viable option, the urgent care clinic closest to the patient's home would likely be selected by the patient and or their family.
6. Several excellent recommendations for improvements were made for the UPC website. Many of these suggestions were implemented and they were reviewed at the following PFAC for the 12th & Utica clinic. Very positive responses were received.

The next sessions of the PFAC will be schedule during the month of November.