

# MINUTES

## Logan Health Medical Center Patient and Family Advisory Council

February 19, 2024 - 5:30 pm- 7:00 pm – Beargrass Room

- i. Call to Order** - Ava called meeting to order at 5:30pm
- ii. Approval of minutes** - Lisa motioned for approval and Joan seconded
- iii. Logan Health website updates** – Tatem Hayes, Digital Marketing & Content Strategist – Logan Health Marketing & Communication – shared presentation on changes to Logan.org website as well as a demo of the new site. She welcomed feedback from the council should they ever think of improvements that could be made.
- iv. Feedback needed on patient portal proposed changes** – Mary Jane Lowrance shared proposal from Dr. Annie Robbins, Executive Director of Revenue Cycle, on the idea of fees associated with messaging providers via the patient portal. The council is against the proposal. MJ will shared input with Dr. Robbins.
- v. Quality 2023** – Mary Jane Lowrance shared 2023 Quality dashboard with the council. The information was well received, and the council is informed on focused initiatives of the medical center.
- vi. Rapid Performance Improvement projects** – MJ shared updates on continued efforts with Emergency Department patient through put, acuity, access to care and centralized appointment scheduling with Luma platform.
- vii. Other** – Ava brought in Patient Assistance card that her form employer used to use when she accessed care at the campus. Kelly will follow-up with Allison Meilicke for more information on this program. MJ announced that Dr. Laura Mirch is the new Chief of Staff/Chairperson of the Medical Executive Board and Dr. Bethany Weiler is the Co-Chair – she will roll into the position of Chair next. They both want to have providers more integrated into Logan Health initiatives. Joan brought forward a concern one of her friend's is having gather her medical records from a provider that has left the area. She will gather more information and share with MJ for further follow-up.
- viii. Future Meeting/Topics:** MJ and Kelly will coordinate further to have presentation on centralized appointment scheduling at the next council meeting.
- ix. Recognition and THANK YOU cards:** Kelly will send Thank You from the council to Tatem Hayes for representing to the council.
- x. Adjourn** – Ava adjourned the meeting at 6:40pm

**Next Meeting Date:** March 25, 2024 in Mariposa Room

### PFAC Members

Ava Harwood, Chair	Bert Blyth	<del>Frances Murphy-Voelker</del>
Joan Bird	Lisa Blyth	Ruth Brado
<del>Sandy Reich</del>	Sue Justis	

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## Ad Hoc Committee Members

Mary Jane Lowrance, RN, Executive Director Clinical Quality Improvement	<del>Melody Sharpton, Vice President Marketing and Communications</del>
<del>Torr Anderson, Supervisor Experience Program</del>	Kevin Abel, President Logan Health Medical Center and Logan Health Whitefish
Kelly Bilau, Administrator, Brendan House	Tatem Hayes, Digital Marketing & Content Strategist – Logan Health Marketing & Communications