**Patient and Family Advisory Board (PFAB) Meeting**

**January 16, 2020**

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| **PFAB Meeting** | |
| **DATE** | January 16, 2020 |
| **FACILITATOR(S)** | Wanda Nichols, RN and Yasmin Garcia |
| **ATTENDEES** | 10 |
| **AGENDA** | 1.Introduction to Patient/Family Advisory Council  2. CF Advisory council- Why we are doing this  3.Collaborate on ideas for the future  4.Logistics-Next Meeting/Feedback  5. Pt Satisfaction Survey Results Poster  6. Inpatient Nutrition  7. Clinic Flow  8. Strategic Planning Meeting  9.Food Insecurity Questions  10. Other Suggestions/Updates |

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| **AGENDA** | **DISCUSSION/REPORT** | **ACTION PLAN** |
| 1.Introduction to Patient/Family Advisory Council | Exchanged greetings and explained the purpose of the PFAB, particularly at UF Health. | N/A |
| 2. CF Advisory council- Why we are doing this | Spoke with CF patients as to what they would like to get out of CFAB in the future, why they decided to join meeting. | Focus will be more on it being a means for patients and families to share experiences so as to improve experiences and have an overall better level of care, as well as CF care team and Pts/Families partnering and working together, empowerment and advocacy and providing information to helpful resources. |
| 3.Collaborate on ideas for the future (possible QI programs, CF Newsletter Volunteer) | Discussed future and the ideas for future QI programs for clinic to discuss at CF team’s upcoming Strategic Planning Meeting. | Mentioned need for volunteers for CF Newsletter and how the PFAB members feel about the newsletter. Many liked the newsletter and suggested as a QI adding tips of not commonly known info for patients such as the existence of meal vouchers, requesting labels from pharmacies for traveling and smaller enzyme bottles, and the integrative medicine program. Also spoke of CF Roundtable and possibly asking to have some sent to clinic for interested pts as they are no longer sent to clinic in an effort to reduce paper waste, with patients having to typically directly contact them to receive it.  Also discussed the re-distribution of the in-house inpatient admission guide with updates including new information that patients provide to our center that can then be provided to Matt – our inpatient provider to distribute during hospitalizations. |
| 4.Logistics-Next Meeting/Feedback | Discussed how frequently to hold PFAB meetings and settled on future meeting date in January 2020. | Meetings will be held on a Thursday of the month as decided at last meeting and 12pm was decided to be a good time for meetings-*Next Meeting tentatively scheduled: April 16, 2020 @12pm*  Pts agreed that participants can join meetings periodically when they are available and have been informed of quarterly meeting setup. |
| 5. 2019 Pt Satisfaction Survey Results Poster | Discussed making of satisfaction survey results poster with patients and how they will soon be set up at clinic for pts and families to see. | Will put up posters in the coming months with survey results and pt responses at clinic. |
| 6. Inpatient Nutrition | Discussed typical issues with inpatient nutrition- such as keeping patients’ weights up while hospitalized, snacks not being delivered to rooms, and the unique CF diets- and efforts made by CF Clinic team to educate inpatient Dieticians. | Let pts know we had a Lunch N Learn in December with 16 inpatient dieticians that went well and also the importance of self-advocacy as a patient. PFAB member suggested that for a picky eaters there are vouchers dieticians can issue that the charge nurse can sign off on that allows them to get lunch to get food from the lunch room.  We as a clinic will try to pass this information onto the dietitians and let them know to inform patients of vouchers or update the admission order to mention this. Our provider suggested that we set up a protocol of admission so everyone gets a consult for nutrition and can possibly request vouchers. |
| 7. Clinic Flow | Discussed current clinic Flow and if Pts/families feel that there are any areas where it can be improved as well as past efforts made by clinic to improve flow. | The members generally felt that our clinic has a very smooth flow and do not feel like the wait time is drastic. One member liked the idea of possibly having some educational videos for your younger pts available, though this has unfortunately been unable to be done in past efforts. |
| 8. Strategic Planning Meeting | Informed pts of upcoming Strategic Planning Meeting for CF Team where we will make providers aware of PFAB suggestions. | Advised PFAB members to please continue sending any suggestions for areas of improvement that they can think of through MyChart for us to share at the meeting. |
| 9.Food Insecurity Questions | Educated pts on Food insecurity and information brought to center’s attention by CFF about food insecurity issue in CF population. | Informed PFAB of our center’s own efforts to study Food insecurity in our center’s population by adding two FI questions to pt personal assessment and that results of the assessments will be reviewed at upcoming Strategic planning meeting. |
| 10. Other Suggestions/Updates-  (Annual visit, Provider identification, Insurances changes, PFAB Recordings) | Discussed several different issues patients face and other suggestions and subject of interest for PFAB to add to f/u meeting agenda- including reinstating annual visits and planning for changes in insurance. | **Provider Identification-**  Member brought up difficulty in identifying providers and suggestions were having providers leave business cards we also self- advocacy during hospitalization, asking provider to take off facemasks to show their faces, writing names down so they are easier to recognize.  Provider also informed PFAB that inpatient teams are beginning protocol of utilizing spreadsheets with providers’ roles and pictures- currently beginning to be implemented in Hospitalist department.  In terms of improving this issue at our clinic, we will be updating our patient contact list flyer to include pictures of the team and creating a separate flyer with the pictures of current fellows that will be updated as needed for our center’s patients and families.  **Zoom-**  We explained to the board that currently the PFAB Zoom meetings are not being recorded and instead minutes are being taken for the patients and families. These minutes will be continuously uploaded to our center’s website and we will also begin exploring the possibility of recording our meetings and having them uploaded to our website, as well.  **Future Agenda Items:**  **Annual Visits-**  Annual visits will be discussed at next meeting, to explore possibility of re-instating annual visits where pts will be notified in the beginning of the year they’re going to have an annual visit which is longer than other visits but everything required for the foundation can be completed at once.  **Insurance Changes-**  Across-the-board Insurance changes that come with the new year and preparing for these changes will be discussed at the next meeting,  Covering certain changes patients should know beforehand to avoid delays on prescriptions. |