

PFAC

(Patient and Family Advisory Council)

Haller & Hug, PC

4/13/2018

Edition 1, Volume 2

Welcome PFAC

Patient and Family Advisory Council

On April 12, 2018 Haller & Hug, PC had our second PFAC meeting for obtaining input and guidance on how to improve the patient and family experience. This newsletter will serve as a way

for us to communicate the outcomes of these meetings. This newsletter can be found here in the office and will be posted on our website @ hallerandhug.com.

Care Management

Care Management is a promising team based, patient centered approach. It is designed to assist patients and their support systems to become engaged in a collaborative process in managing medical conditions more effectively. Care Management also encompasses those care coordination activities needed to help manage chronic conditions.

These efforts have demonstrated potential to improve quality and control costs for patients with complex conditions.

Purpose of Care Management

- ⊗ Determine & Help Meet Needs
- ⊗ Educate Patients
- ⊗ Improve Health
- ⊗ Medication Adherence
- ⊗ Meet Goals
- ⊗ Decrease Health Care Costs

What works well here?

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We asked those in attendance to let us know some things that they felt worked well in our office. Some of the items are listed below

- ❖ Patient Portal – Followmyhealth can be accessed via the link @ hallerandhug.com
- ❖ Availability and promptness of the doctors
- ❖ Use of generic medications cost effective
- ❖ Communication follow up from doctors
- ❖ Friendly Staff
- ❖ Physicians take time to answer all questions with patients

Project Ideas

Things we can do to get the word out to patients about the resources that may be available to them.

We will consider offering some Diabetic Education and Nutrition Classes at the office or a nearby location.

We will be considering making an informative video to show in the office.

Educational Handouts in office as well as links available on our website.

We will start asking patients to fill out a Social Determinates Questionnaire to see if we can help them out with any services. This form will also be available on the website.

Our next PFAC meeting will be August 2, 2018 and we welcome any suggestions. Please use the form below to submit a request for a topic of discussion at the next meeting. Please keep in mind you may be asked to come and present your idea to the council for review and discussion.

Agenda Request

(tear off and return to the office)

Presenter:

Phone #:

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Short Summary of the Subject:

Issues Related to the Subject:

Support/Action Requested by the Council: