

Indianapolis VA Medical Center  
Patient Advisory Council Meeting Minutes  
**Friday, October 21, 2016**

Attendance:	Role/Title:	2/26	3/11	3/25	4/8	4/22	5/6	5/20	6/3	6/17	7/15	7/29	8/12	8/26	9/9	9/23	10/7	10/21
Thayer, Deb	Chief, OPCC	P	E	E	P	E	E	P	P	E	E	P	P	P	P	P	P	P
Dave Parker	Comm. Specialist	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	E	P
Libby Frey	RBC Coordinator						E	P	P	P	P	P	P	E	P	P	P	E
Fladd, Fred	Veteran	P	P	P	P	P	P	P	P	P	P	E	P	P	P	P	P	P
Meloche, Don	Veteran	P	P	P	P	A	P	P	P	P	P	P	P	P	P	P	P	P
Mueller, Renee	Veteran	P	P	P	P	P	E	P	E	P	P	P	E	P	E	P	P	E
Polin, Alfred	Veteran	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
Powers, Larry	Veteran	P	P	P	P	E	P	P	E	P	P	P	E	E	P	P	P	P
Brown, Franklin	Veteran	P	P	P	P	P	E	E	P	P	E	P	P	P	E	P	P	P

P = Present    A = Absent    E = Excused    C = Cancelled meeting    R= Representative    V = Vacant

Topic	Discussion Items	Recommendation - Actions	Responsible Persons Date Due
<b>Review of Meeting Minutes</b>	Meeting minutes from 10/07/16 meeting were approved.		
<b>Introductions</b>	<p>Our nominee to be a member of the PAC, AL Wood, has his introductory nominee meeting. Mr. Wood stated he was a visitor of the facility once or twice a month. He had been to VA's in other VISN's and clearly believes that the Indy VA is by far the best. He is married with four kids, 12 grandkids and one great grandchild.</p> <p>He spent 4 years in the Army. He stated that the council is a great idea and they are very serious about improving care at the facility. Great customer service is one of the reasons he likes this facility.</p>		
<b>Discussion</b>	Fred stated how he speaks to new employees and how this has an impact on improving customer service skills with the new employees. Deb stated how many council members are involved in RBC and VCC classes/retreats to help educate staff about their experiences with staff to help improve customer service.		

	<p>Director is planning to attend a meeting quarterly to stay on top of the councils ideas and concerns. Director is very Veteran Centered.</p> <p>Director has a request to develop a systematic way to reach out to Veterans about submitting complimentary stories about their experiences at the national level. Council members provided suggestions about placing a card with information at the Sound Off Board. This will be taken under advisement and will be looked into further.</p> <p>PAC would like to know what the plan will be for leadership for the council when she retires. Deb stated that she will look into this and get back with them at the November meetings.</p> <p>Team members discussed the topic of report out and trying to come with a way to get the word out about these to other Veterans. Staff will contact Systems Redesign about this.</p>		
<b>Improvement ideas</b>	<p>#567 Re-arranging furniture in waiting rooms. This was discussed in length about many of the issues involved with this topic. It was suggested by PAC that we need to find a way to get some ownership for this. This idea is on hold until we have a discussion with engineering and interior staff.</p> <p># 571 Suggest direct communication between PC and Specialty Care clinics. This communication does take place with a process called a consult. Will look to follow up on this idea with the Veteran who submitted the suggestion to see if there is more specifics about it.</p> <p>#572 Elevators are crowded, staff with carts should use freight elevators. We had a problem where there were several elevators not working and thus causing staff to have to use elevators that Vets travel on. These elevators have since been fixed and staff should be using the correct elevators.</p> <p># 573 Update pharmacy board to indicate newly added names. PAC felt this would not bring any improvement.</p>		
<b>Next meeting</b>	<b>Friday November 4, 2016 at 9:30 A-2015</b>		