

PCMH Education Subcommittee Meeting
June 3, 2015

Attendees

Kristen Pete, Glacier Medical Associates
Lara Shadwick, Mountain Pacific Quality Health
Dr. Patrick Van Wyk, St. Peter's Behavioral Health Consultant
Tara Callaghan, SW Community Health Center in Butte
Vicki Thusen, Montana Migrant Council

CSI Staff

Amanda Roccabruna Eby
Cathy Wright

The subcommittee reviewed and discussed a summary of comments council member submitted on the materials that Amanda distributed prior to the meeting. General comments included that the reading level was too high, some messaging was unclear, wording on lower costs was misleading, and language generally needed to be simplified. There were also specific comments on each of the three materials. The subcommittee went through each suggested edit and considered whether to accept it or reject it.

Rack card

The subcommittee rejected suggestions to remove references to specific team members or capabilities because they might not be available at every PCMH. CSI offered to address the issue instead by adding a disclaimer to the bottom of the document saying that the descriptions are only examples of PCMH services and patients should consult with their provider on their PCMH's specific services. The examples such as behavioral health therapist, care coordinator, or connections to community resources are necessary to explain the PCMH concept.

Poster

The three bullet points were changed to only two to read: "Better health for Montanans, Better care for you." "You are a proactive part of the team" was changed to read "you are the center of the team."

Talking Points

Amanda asked the subcommittee if they wanted to remove the talking points from the educational materials since it had been very difficult to create a document that is helpful to clinics staff and applicable to the wide variety of clinics in the program all at very different stages. While Tara and Kristen both train their staff on how to talk to patients about PCMH, neither of them have a document like this to give to patients and thought it would be helpful. Vicki said the talking points would be very helpful for staff at the Montana Migrant Council.

Some suggestions were made on wording changes to further clarify that it is intended for clinic staff and not the public or patients. Several suggestions were made for simplifying language such as "enhanced access" and "electronic communication" changed to "more opportunities for care" and "email or text messaging."

Amanda asked for additional suggestions on clarifying and simplifying language in all three documents to be emailed to her. She said she would make all of the edits discussed in the meeting and then send them to the subcommittee members for them to share with their respective patient advisory council's

at their June or July meetings. They should email feedback from their patient council's to Amanda. The revised versions shared with the patient council's would also be discussed by the council at their June 17th meeting. The subcommittee and council should plan to finalize all materials in August.