

Date: June 12th, 2024

Time: 6:30pm - 8:30pm

Location: Zoom <https://partners.zoom.us/j/85236379092>

Meeting ID: 852 3637 9092

Attendees:

1. Aaron Bornstein, MD	2. Joe Watson
3. Salpi Stepanian, PharmD	4. John Marinilli, LICSW
5. Adrienne Branche	6. Eisha George
7. Christine Capachione	8. Kameela Coleman
9. Catherine Gilfoy	10. Jessica McNabb
11. Jennifer Godsoe	12. Theresa Mackiewicz
13. Mark Goldberg	14. Maryjo Sabalewski
15. Beverly Praetsch	16. Katelyn Bushey
17. Kerrie Enos Carrelas	18. Stacy Kvilhaug
19. Amy Harwood	20. Evan Finkelstein, MD
21. Laura Bratsis (Whelan)	22. Rose Dowling
23. Olivia Kim, MD	24. Emily Berroa
25. Laura Murphy	26. Jesse Davey
27. Jessica Barsomian	28. Bassima Bashour
29. Christina Dupre	30. Christine & Mike Lawson
31. Heather Lynn Wright Finn	32. Jason Kaplan
33. Sarat Pothuri	34. Seyla Azoz
35. Shannon Glick	36.

PAC Project 2024 – Sleep habits Hand Out Review

Will this be translated into different languages?

1st page- Create a Bitly or shorter URL link. Highlight link (Hyperlink)

2nd page- change/add 'avoid late night meals & caffeine'

3rd page- Does not make sense to keep 3rd page separate but it can be a stand along posting in office. Last page, bottom of 1st paragraph- change language to "Speak with your doctor" from "Consult with your doctor." Last paragraph, 1st bullet- change to "More than 30 minutes."

Handouts are very helpful during visits. Parents prefer handouts, consensus that they will read the information given. Some parents prefer a digital copy of the information.

Providers prefer handouts but do find that they are left behind after visits.

Patient Gateway Functionality User Guide

Most used functions:

- Self-scheduling
- Appointment Check-Ins
- Appointment Questionnaire
- Messages
- Test results
- Billing
- Letters (school forms)
- Refills (Most valued by providers)

Utilizing Messages vs. Calling- most parents determine the level of urgency. Some parents are frustrated that they will message the provider, but a member of their team i.e. nurse will field/reply to the message. Most providers are busy seeing patients. This helps to alleviate the volume of messages and length of time awaiting a reply.

Not all tabs are accessible via the MyHealth app. The App will reroute to a web browser for viewing. Test results aren't clear Pediatrics vs. Adults. Values are different between the two. They are not clearly indicated.

Finding notes can be difficult depending on the age of the child, it is easier to call the office for information that is needed. The 13-year-old embargo adds an extra layer of difficulty.

Finding the school forms section is difficult. You must be logged in from a web browser. Not accessible via app.

Saving needed documents as a PDF should be an option when using mobile device.

Push notifications would be useful for appointment reminders.

Charts should be linked for parent access.

Navigation for the letters section would be useful.

Screen record demos would be more useful than a How-to document. Live demo would be easier and faster.

The app needs to be more user friendly for multiple child households. Family linking is a difficult process.

Behavioral Health Update

BH services are imbedded into some practices. Have seen great success with the pilot program. The REACH program has been a great tool. Helping pediatricians triage symptoms and placing referrals accurately.

The community health team will create a pipeline for more providers.

The strategy summit will devise plan to provide more resources for patients and families.

Insurance and billing remain a challenge.

The Behavioral Health Wellness Exam is offered 1x per year at no cost to the patient. The intent is for every practice to participate. The exam is state mandated, but leniency given due to admin not being given adequate time to execute.

Steward Health Care Family Impacts

5+ practices added to the APP network due to Steward HC bankruptcy.

Brockton utilizes South Shore resources

Not having Norwood Hospital is a strain. 2-5 hour wait for simple radiology services.

Finding pediatric beds is difficult, long wait times. Utilizing urgent care is the only option in some areas. Most urgent care facilities are not able to accommodate children. Parents are finding that adult dosing is prescribed to their children.

Other hospitals are at capacity, straining the quality of care.

Morton Hospital is a major employer in its region. Causing an unemployment strain to the area.