

MEMORANDUM FOR RECORD

SUBJECT: DDEAMC Patient Advisory Council Meeting, 15 December 2015

EXSUM: The third meeting of the EPAC was held on Tuesday 15 December 2015 in the Radiology Conference room. Two patients/beneficiaries and 12 hospital staff members were in attendance. The presentation included the introduction of the Deputy Commander for Medical Services and the Deputy Commander for Administration, discussion of the new Healthcare Executive Leadership Organizational Structure (HELOS) of discussion and closure of the open items from prior meetings. Updates were provided on the ongoing work to improve the hospital phone tree (T-Metrics) the development and implementation of referral guidelines for internal specialties at EAMC, and follow up on the emphasis on customer courtesy for the organization.

Brief discussion and updates from each of the members below rounded out the meeting which concluded at 1350, with no open items for action at this time.

Attendees:

1 Retiree/patients  
1 Family Members/patients  
Deputy Commander for Medical Services  
Deputy Commander for Administration  
Chief of Quality and Patient Safety  
Access to Care Manager  
Active Duty Member/patient  
Clinic Group Practice Manager  
Inpatient Care Provider  
Inpatient Nurse Manager  
Pharmacist  
Public Affairs Officer  
Patient Advocate Rep  
Clinical Support Rep  
Scribe

16 Dec 2015