

Community Engagment Committee minutes
March 4, 2011

Present: Anita Kostecki, Cathy Violette, Shelly Marjewski, Nancy Merchant, Petra Belady, Karrie Brown, Kate O'Dell

1. Website progress/ content ideas: no change since the website is still in development.
2. Community outreach kit progress: Cathy V. brought the quote for the vinyl appt card sleeves and Kate will forward this to Tina and Kara Maloney (500 for \$1260 or 2500 for \$2025).
3. Student involvement: Petra is very interested in helping us establish an interface with WPI students who are hoping to do community projects. One option might be something like an analysis of the front desk issues related to flow, greeting, staff and patient satisfaction (see #5)—she'll present this to her WPI contact as a potential project to see if this is the kind of thing they would be interested in. At a future meeting, it might be useful to have a WPI rep come to discuss this and future projects, and how this might work in to the WPI student interest areas.
4. African Women's Health Fair (April 3) Sunday 1 pm to 6 pm: since Jane Kimani could not be present, Kate will get more info at the next UHAI meeting related to status/ needs for this activity, and email group, and/or have a UHAI committee member present to the department next month if that seems appropriate.
5. Front desk project: discussion centered on moving forward with the how-tos of collecting information from the front desk staff members (in-patient and out-patient) related to suggestions for improving interactions with the public. PLAN: Consensus supported started with a written survey given to front desk staff members. Community Engagement Committee members present will send potential survey questions to Cathy V., and she will collate these as a draft. Shelly and Nancy will identify staff who would receive the survey. Completed surveys will be returned to the committee, and the committee will review findings and identify themes. A follow-up meeting with interested front desk staff will be set up to review and refine the themes, which will be disseminated to appropriate managers. This work is expected to be a positive process in increasing awareness of the issue for the front desk staff members, and outcome can then be assimilated into dept planning, for example, into the changes that will occur during the upcoming moves of the department clinics. Kate will check with Tina Proffitt and/ or Julia Johnson about the possibility of providing a nominal incentive (like a food coupon or gift certificate to the cafeteria) to encourage participation.

Submitted by: K. O'Dell

