



# Parent Advisory Board | MINUTES

August 19, 2021 | 6:30 pm – 8 pm | 23530 Kingsland Blvd. Ste 100, Katy, Texas 77494

Meeting called by Ahmed M. Monib  
Type of meeting Parent Advisory Board meeting  
Facilitator Ahmed M. Monib  
Note taker Yasmine Monib

Attendees  
Jessica Barrera Courtney McDonald  
Erliene Carreon Jemshed Mohammed  
Cori Harbuck Ahmed Monib  
Cathy Garcia Yasmine Monib  
Sarah Leifeste

## AGENDA TOPICS

Time allotted | 20 min | Introductions | Presenter All

Since this was the first meeting of the Parent Advisory Board (PAB), members took a few minutes to introduce themselves and discuss their expectations as to the purpose of the PAB.

The board has several new members each eager to see how they can contribute ideas and suggestions to ensure Springtime is meeting the needs of our families and the community.

Time allotted | 30 min | Review of Focus Areas & Expansion Plan | Presenter Ahmed M

Reviewed focus areas for 2021:

1. Operational Excellence
2. Clinical Excellence
3. Hospitality
4. One Stop Shop
5. Community Engagement
6. Parent Education
7. Promoting Pediatric Vocation & Research

Discussed expansion plans. Looking to expand either further south on 99 or west towards Fulshear. We will have more meetings in the future to discuss what type of layout and functionality should be designed into the new facility.

Due to the hybrid in-person/zoom meeting we were not able to do a robust brainstorming session. It was decided to postpone that for the next meeting. However many suggests were made that are worth noting and acting upon.

Suggestions included:

1. Advertise extended hours more. A lot of people don't know about them.
2. Let people know what is going to happen at the next visit, when they schedule (what shots they will get, screenings, etc.)
3. Check-out before kids get shots, because of crying. Or allow to pay later.
4. Providers to do more follow-up calls a few days after a sick visit. (Providers can add a task in the EHR)
5. Give parents option to wait in car
6. Explain the value of doing nurse work-up over phone. They love it! Update intake-form to add explanation.
7. Add a character limit to the forms if parents writing too much
8. Get on tik-tok
9. Keep up the good articles on facebook and Instagram
10. Re-start the Facebook Group, Parent's Corner

Action items	Person responsible	Deadline
Conduct a survey about how people like the questionnaires before coming to the office	Ahmed Monib	October 30, 2021

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