



# Parent Advisory Board | MINUTES

February 6, 2020 | 6:30 pm – 8 pm | 23530 Kingsland Blvd. Ste 100, Katy, Texas 77494

Meeting called by	Ahmed M. Monib	Attendees	
Type of meeting	Parent Advisory Board meeting	Cori Harbuck	Skylinn Anderson
Facilitator	Ahmed M. Monib	Nzinga Harper	Ahmed M. Monib
Note taker	Skylinn Anderson	Valerie Anderson	Brian Tuccillo
		Jessica Lopez	Erliene Carreon
		Jessica Barrera	Yasmine Monib

## AGENDA TOPICS

Time allotted | 30 min | 2019-2020 Strategy Update | Presenter Ahmed Monib

- Reviewed Progress on meeting 2019 objectives and discussed 2020 goals (see attached strategy update presentation)
- Spent considerable time discussing survey results and areas where we can do better. Namely:
  - o Communicating extended hours
  - o Explaining the referral process
  - o Appointment reminders and cancelations
- Some suggestions made by the board to improve the above areas:
  - o Issue welcome package to new patients to aid communication
  - o Make sure patients are stopping at check-out window to receive post-visit instructions
    - Hand them something in the room and ask them to bring it up to the check-out window
    - Make a bigger sign on the door
  - o Make sure google, and facebook indicate Saturday schedule including closure on fourth Saturdays
  - o Reduce reminders for notify form 3 months to 1 month prior to well visit due
  - o Have reminders indicate whether patient is overdue for a visit, or has one coming up
  - o Get feedback from patients to rate the specialists they saw
- Other suggestions not related to survey results:
  - o Get Name Tags for the Staff
  - o More variety of product samples
  - o Make sure that MA's are putting gloves on, in front of the parents for reassurance
  - o Have a boy's teen class in 2020
  - o Movie night for the kids?

- Doorbell at building entrance to alert staff if a Mom needs help (since we don't have automatic doors)
- Picture board with patients and Providers/staff

<b>Action items</b>	<b>Person responsible</b>	<b>Deadline</b>
Investigate options for making coloring books	Valerie Anderson	January 12, 2020
Reach out to D.A.R. E to be vendor at Flu Festival	Valerie Anderson	June 1, 2020
Determine Charity organization for next year's flu festival	All	April 15, 2020
Add Suggestions from this Board meeting to 2020 action list	Ahmed Monib	February 28, 2020

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Time allotted | 15 min | Parent Advisor Board Members 2020 | Presenter All

- An announcement will be sent out to request volunteers to join the 2020 parent advisory board.