

**Minutes of the Weekly Provider Luncheon Meeting**  
**Held: Monday, February 10<sup>th</sup>, 2020**

1. **Tax Time** Tax appointments start next week. If you still need to sign up for a slot, please see administration.
2. **Kathy Bennett, Director of Satellite Services: Department Presentation** Kathy presented on her department and their functions. Please see attached PowerPoint.
3. **Annual Financial Review:** Will be held on Monday, February 24<sup>th</sup> in the Provider Meeting at 1:40 PM. We are required to give notice per the bylaws. Will remind again next week.
4. **Challenge the Status Quo:** Theron gave a summary of an urging Dr. Meek gave to the directors asking them to not always do things simply because that is the way they've always been done. We should be looking for new ways to do things in an effort to get better as a clinic. Leadership is here to support providers in their practices. If you see something different than you expected, let leadership research and return with an answer before jumping to conclusions.
5. **Provider's Topics** Some providers asked for administration to look into the following ideas.
  - a. **Phreesia 48-Hour report of those that have not pre-registered prior to arrival.** They would like to see a list of patients that have not pre-registered in an effort to have their office staff reach out and urge them to do it prior to arrival in order to save time at check in.
    - i. **Action Item:** Brandon will work with Cayden and Susan to see if this is a possibility.
  - b. **Sharpening Dates of Instruments.** The providers would like to be notified in advance of when the sharpening dates for instruments will occur in order to have their instruments ready. Each area can also consider having a place to set apart dull instruments to be sharpened within central sterile. In the end, a provider shouldn't have to work with dull instruments.
    - i. **Action Item:** Brandon will work with Central Sterile to consider these ideas and find ways to better provide sharpened instruments.