

Town hall meeting

3-5-17

2:15-5:15 pm

Attendees: John Campbell ,Khanh Dang, PharmD ;Vicky Dang, PharmD;Vincent Dang, PharmD;Ha Do;Janet Do, PharmD;Thach Do, PharmD;Trung Doan, DDS ;Hoa Duong, DDS; Yen Duong, DDS ;Thy Hoang, DDS;Linh Le;Phuong Le, PharmD;Susan Le;Huong Anh Long, MD;Chau Nguyen, OD;Chi Lan Nguyen;Nhuan Nguyen, MD;Tam Nguyen, PharmD;Thai Van Nguyen, MD;Thanh Nguyen;Thinh Nguyen;Trinh Nguyen;Vinh Nguyen;Denise Phan, MD;Manh Phi;Oanh Ress;Lan Tong; Mai Khanh Tran, MD;Quynh Tran, DDS;Ocean Trinh;Mai Vo, PharmD;Thu Thuy Vo, DDS;Thuy Vo, PharmD (webex);Hung Vu;Vicky Vu (webex)

Web Ex: 1-877-668-4493 Access code: 929 974 975 #

Meeting was video recorded

Topics	Action Items	Owner	Due
I. Mobile Care Medication Discrepancy			
1. Missing antibiotic eye drops: Chau explained that the missing eye drops were given to Diep Vuong, CEO of Pacific Links Foundation and to Dr. Chi Lan, an ophthalmologist in Vietnam. Chau does not have the total vials but did not think it was close to 95 bottles; letter from Diep Vuong at Pacific Links Foundation was projected for everyone to view; Chau acknowledges that she should have had better record keeping on donated medications	BODs to decide if Sap-Vn should continue to ask for corporate donation due to the legal ramification of meds delivery and accountability	BOD	3/31/2017
2. Missing packing list on 2015 donated medication: Tam, 2015 Mobile Care pharmacy team lead claimed that Chau did not provide Alcon Labs packing list to her for inventory purposes. Thus, Tam seeks approval from mobile care team leader, Linh Le to contact Alcon Labs for a copy of packing list.	Protocol for mobile care medical mission	Mobile Care team leads	6/1/2017
3. Last minute donated meds: Chau explained that these meds were from a private source and were given to her without any packing list. Chau has bac Tuong Vi's email projected on screen as proof of donated medication source	Create a task force to account for meds	Khanh Dang	4/30/2017
II. Mobile Care mission - sustainability			
There were 5 questions on recent survey if there Sap-Vn plans to make mobile care mission more sustainable. Below are summary of Sap-Vn plans:			
1. Dental program: VIETNAM SMILES A DENTAL AWARENESS PROGRAM - 2017 new project led by dentist An Nguyen to provide long term dental care to 300 grade school children; logistics are in progress to collaborate with Vietnam local authorities to select schools, resources and funding. This program will include education to the children on dental care.	Logistic, planning and funding	An Nguyen DDS, Trung Doan DDS, Quynh Tran DDS	6/30/2017
2. Medical program: sustainability can be provided to patient with chronic conditions such as diabetes, high blood pressure, etc. Mobile Care providers to identify patients who needs follow up for chronic diseases by local health care providers. Education will be factored in to all care plan. Sap-Vn will fund all follow up treatment	Planning phase	Trung and mobile care clinicians	7/1/2017
Linh Le mentioned that in 2016 the dental team was very robust providing more dental filling than ever before. All in all, we are heading to the direction of sustainability care Vinh Dang suggested to consider data collection on patients served during mobile care for progress trending.	None	None	None
III. Communication: SapVn team acknowledges its current communication method is not at its best	Purchase an email software for volunteers to subscribe/unsubscribe and to streamline mass communication; Sap-Vn website will be updated regularly with announcements and events	Nghia	3/31/2017

IV. Volunteer Recruitment Program			
<p>There were a few questions on how to retain young volunteers for to groom for future Sap-Vn leaders.</p> <p>In order to recruit younger volunteers we need to a person dedicated to be the volunteer coordinator and create local events to engage the new volunteers otherwise interest will be lost</p> <p>Sap-Vn just approved a fundraising program ran by youth team at Troy High school. We are looking to collaborate with similar groups in the future.</p>	<p>Recruit for Volunteer Program Coordinator to help with planning and executing volunteer recruitment and retention</p>	<p>BODs</p>	<p>6/30/2017</p>
V. Sap-Vn Leadership			
<p>There were concerns about BOD's term limit, micromanagement, check and balance on its power and clarification of BODs' roles and responsibilities</p> <p>There were also suggestions to have Sap-Vn mission and vision reviewed every 5-10 years</p>	<p>Review of mission, vision and By-Laws</p>	<p>BODs</p>	<p>3/31/2017</p>
<p>There were discussion among volunteers on negative impact of non constructive feedback</p> <p>Dr. Nhuan Nguyen commented on Sap-Vn needs to have appropriate protocols for all projects and to post annual financial reports on its website.</p> <p>chi Oanh, Sap-Vn Interim President encourages open communication among us and asks for everyone's commitment to promote positive culture and help SapVn grow</p>	<p>Financial reports were actually posted in "SAP-VN" tab therefore they were missed. Nghia has created "Financial Statement" tab and moved all financial reports to this new tab.</p>	<p>Nghia</p>	<p>None</p>
VI. Other Projects			
<p>1. Heart Surgery: Sap-Vn is aware of its high risk and high cost nature of heart surgery and only sponsor a few cases per year for those patients who did not meet An-Giang's heart surgery program criteria.</p> <p>2. Orthopedic Surgery: Up to 20% of orthopedic patients received post op follow-up visits by anh Thanh; we can do more if we want to hire local providers to follow up. Huong Anh suggested data collection on orthopedic surgery for trending purposes</p>	<p>None</p>	<p>None</p>	<p>None</p>