SNUG Exec Board Meeting

SNUG MISSION - Pending

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| **Date: July 17, 2019** |  | **Time: 1:00 PM EST** | **Location:** Remote Webex Conference |
| **Chair:** Sonal Pandey |
| **Recorder:** Steve Pleschourt |
| ***SNUG Member Name:*** | ***Attended*** | ***SNUG Member Name:*** | ***Attended*** | ***SNUG Member Name:*** | ***Attended*** |
| **Sonal Pandey (President)*****Penn Medicine Lancaster Gen Hospital – PA*** | X | **Jonathon Carlson (Vice President)*****National Jewish Hospital – CO*** |  | **Donna Passante (Cust Service Sig Coord)*****Mayo Clinic - MN*** | X |
| **Michelle Precourt (Treasurer)*****CHOP – PA*** | X | **Andrea Hawk (Asst Treasurer)*****Michigan Medicine – MI*** | X | **Becky Schran (Social Media Coord)*****Olmsted Medical - MN*** | X |
| **Randy Reddekopp (Secretary)*****Saskatchewan Health Authority – SK Canada*** |  | **Scott Hansen (Asst Secretary)*****Mayo Clinic – MN*** | X | **Shawna Andriese (Auxiliary Board Member)*****Renown Regional Medical Center - NV*** |  |
| **Steve Pleschourt (Past-Pres/Conf Plan Chair)*****Mayo Clinic - MN*** | X | **Robert Gentry (Membership Chair)*****Genova Diagnostics - NC*** | X | **Brenda Duff (Auxiliary Board Member)*****Orange Regional Medical Center - NY*** | X |
|  |  | **Kathy Davis (Sig Coord)*****University of Michigan - MI*** | X | **Jeff Hughes (Member at Large)** ***University Hospitals - OH*** | X |
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| * **Welcome-Roll Call**
 |  | **Standing** |
| * **Announcement of Recording**
 |  | **Standing** |
| * **Review of previous meeting minutes**
 |  | **Approved** |
| * **Presidents Report – Sonal Pandey**
 | * Website support/hosting – SNUG website account at Hosting Matters was canceled and now the website is officially hosted by SCC.
* Hotel Contract – Comparing between Sheraton and Hilton.
* Food
* Hilton is still slightly more expensive(even with comp breakfast)
* AV evaluation:
	+ $5-6k more at Hilton
* Room Costs
* Future of SNUG
* Reviewed T-Bar graph with SCC waiting to hear back on their support
* Board representative to work with SCC to develop the SNUG website document center
* Update Bylaws to include Executive Council: sent to Jeff 7/16 for updates
 | * Jeff Marr is the current contact to update SNUG Website until further notice.
* Waiting to hear back from SCC regarding request for $65K from them as a Diamond Sponsor
* Board leaning towards Option 2 from Sheraton at this time from a financial saving perspective
* Jeff is willing to work with SCC to develop the SNUG Board document center.
* Also add Social Media Director description to Bylaws
 |
| * **Treasurer Report – Michelle Precourt**

**Checking (Jun2019)****Beginning balance $118,439.37****Ending Balance           $39,626.93****Current Balance:         $38,659.05****Savings (June 2019)****Beginning Balance  $83,227.37****Ending Balance:         83,232.16****Current Balance:       83,232.16** | * Budget for 2020 presented to SCC for review, 65k requested
* BoA payment portal vs. using SCC portal
 |  |
| * **Customer Service Report – Donna Passante**
 | * Draft Service Level Agreement: Updates made

I am also going to change this from the second paragraph in the Scope to reauthorizefrom The SNUG President, the Customer Service SIG ModeratortoTo The SNUG President,  the SNUG Customer Service Liaison instead of SIG Moderator. I believe that is the intent and goes along with the Executive board summary of duties. * Anomaly query: waiting for a rollout schedule in next month’s meeting with SCC
* Technical Support Center : Client Services contacts for Escalation
* Preferred Name: update pending from Gary
 | * Ask Donna to provide a summary of what she did last month
* Donna to review the Bylaws for the official customer service title
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| * **Sig Coordinator Report – Kathy Davis**
 | * Jeff and Milena continue to work on the development efforts with their team with an expectation to deliver something for us to test in advance of our 2020 SIG cycle
	1. Voting forms are expected to be ready for testing soon
	2. The flag to designate a voting SIG member is being worked on
	3. Milena and Jeff will provide detailed updates about the teams work to date
* Kathy checked with Milena about who should send out a reminder to all Soft users about submitting SIG enhancement requests; notifications should go to all Soft users, not just SIG members; Milena is following up with Jeff
* Kathy pulled an audit of enhancement requests from the SIG database for the 2017,2018, and 2019 pending requests; Soft advisors do not have timeline updates, so Milena is going to remind the Soft advisors to provide timeline updates in the database; once provided, SIG moderators will be have milestone information for following up with respective advisors, as we had planned

SIG cycle has been approved and attached here for review; please add to meeting for tomorrow for distributionPrevious Notes:* Status update: Is SCC willing to make SIG hours available for Interfaces? – Kathy to follow-up
* Kathy will work with SCC to create webinar for SIG process for clients and board members once the process is defined
* New SIG for interface: Kathy was following up
 | * See comments
 |
| * **Membership - Robert**
 | * Remove the site for Membership sign up
* List of clients and modules/versions – update pending from Gary
 |  |
| * **Conference Planning – Steve Pleschourt**
 | * Theme and Tagline**THEME**: Sharing The Vision

**TAGLINE**: Clear Solutions | Embracing Innovation* Keynote Speakers:
* Review Steve’s email; review and review and respond by Aug 2nd
* Value of Keynote Speaker
* SWAG: review Steve’s email; review and respond by Aug 2nd
 | * Can we substitute a keynote with something else that is cheaper?
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| * **Social Media Chair – Becky Schran/Jeff Hughes**
 | * Briana Sutherland is the contact at SCC to work with SNUG Board
* Discussion topics:
* What social media platforms should we consider?
* Facebook
* LinkedIn
* Twitter
* Instagram
* Others?
* How often should the sites be updated?
* What “security” should these sites have? Can they be followed by anyone?  Will that be an issue with SCC?  Competitors?
	+ I think Facebook has a closed group option where the follower has to be approved, but how would we know who to approve?
 | Sonal asked Becky/Jeff to start an email chain to discuss things because we ran out of time on this call. |
| * **Additional Topics**
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| **Adjournment:** | Meeting adjourned @ 1:59 PM EST |  |