SNUG Exec Board Meeting

SNUG MISSION

*Collaborate with SCC Soft Computer to enhance and promote relationship, education, process improvement, and networking opportunities*

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| **Date: February 16, 2022** |  | **Time: 1:00 PM EST** | **Location:** Email Updates for December/January Mtgs\*\*Email update was preferred by board to accommodate for limited time/staff/holiday coverage |
| **Chair:** Andrea Hawk |
| **Recorder:**  Scott Hansen |
| ***SNUG Member Name:*** | ***Attended*** | ***SNUG Member Name:*** | ***Attended*** | ***SNUG Member Name:*** | ***Attended*** |
| **Sonal Pandey (Past President)*****Penn Medicine Lancaster Gen Hospital – PA*** |  | **Andrea Hawk (President)*****Michigan Medicine – MI*** | X | **Donna Passante (Treasurer)*****Mayo Clinic - AZ*** |  |
| **Scott Hansen (Secretary)*****Mayo Clinic – MN*** |  X | **Robert Gentry (Customer Service Chair/Vendor)*****Genova Diagnostics - NC*** | X | **Becky Schran (Social Media Coordinator)*****Olmsted Medical - MN*** | X |
| **Tyla Adams (Asst. Treasurer)****Houston Methodist - TX** |  X | **Brenda Duff (VP)*****Orange Regional Medical Center - NY*** | X | **Tawni Schmeling (SIG Coordinator)****GHC South Central Wisconsin** |  |
|  |  | **Lok Tse (Asst. Secretary)****Cape Cod Hospital - MA** | X |  |  |
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| * **Welcome-Roll Call**
 | Complete |  |
| * **Announcement of Recording**
 | Complete  |  |
| * **Review of previous meeting minutes**
 | Approved |  |
| * **President’s Report – Andrea (5 - 10 mins)**
 | **Current Discussion Topics*** Gilbert Lunch Topics
	+ Forward any topics to Brenda and Andrea
	+ Andrea will find previous list that we compiled
* Townhall agenda
* Customer Service Presentation
* Door prizes – scale back?
	+ Think about this since checking account is low
	+ Past door prize budget was about $3,000 (~ 40 gifts)
* Presentations for annual meeting
* First Time Attendee session
	+ Need someone to organize and facilitate
		1. Becky volunteered
	+ Board members should attend if able
* Board Member recruitment
* Brenda will organize schedule for registration table and SWAG prep
* Board member dinner – day/time/location TBD

**Past Discussion Topics*** 2024/2025 contracts have been signed – Holiday cards with Starbucks gift cards were delivered to Sheraton and SCC teams
* Minor issue with computer lab setup for this year – contractually we are not able to gain access to the computer lab area until 3 PM Friday night. Normally we can be accommodated for an early setup. If this is not possible this year Jeff Marr has proposed this solution:
	+ Given Monday is traditionally a half day, use Monday for setup and start the computer lab on Tuesday
* Poll Everywhere – Contract expires in February
	+ Decision from group: Not to renew due to budgetary constraints and Jeff Marr proposing a more interactive session from SCC speaks
* Beach Games – Yay or Nay
	+ Decision from group: Keep the free night for folks – if we want to do something we can use Sheraton facilities. Idol (indoor or outdoor) too soon to call – will keep an eye on Covid numbers
* REGISTRATION IS NOW OPEN!
	+ Payment issues were resolved (update flag was missed in test environment)
	+ Terms and Conditions for 2022 has been updated
	+ Cancellation policies for both Vendors and Attendees have been updated and are on website
* SLA agreement was signed and passed back to Soft to update TSS website
* Start thinking about discussion topics for Gilbert so that we can provide a decent list to Jeff as we move closer
* Sheraton working on the 2024/2025 contracts, Andrea planning to sign in December.
	+ Andrea will visit and sign the contract on-site in December.
* Soft working on electronic payment system so we can open registration by December 1st.
* Review Soft’s new client SLA agreement – attachment from Andrea.
	+ Reviewed and Approved by the board for sign off.

* Do we continue with plaques to recognize board members?
	+ The board would like to move away from giving plaques to recognize board members.
	+ If not, what other type of recognition do we do? How much should we spend?
		- Something to display and use. Certificate and gift card? Andrea will come up with a list of potential items (up to 5 items to pick from). We will decide in the January meeting.
* Andrea is completing the Cancellation policy, it will be ready for review soon.
	+ Andrea is still working on this.
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| * **Treasurer Report – Donna (5 mins)**
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| **January 2022 Checking** |  |
| Beginning balance  |  $41,511.86  |
| Deposits (Merchant Services) | $         0.38  |
| Payment                       Refund Andrea | $    (750.00) |
| Payment                                 Bank Fee | $      (22.61) |
| Payment                             Accountant | $    (600.00) |
| Ending Balance | $40,139.63  |
|  |  |
| **January 2022 Savings** |  |
| Beginning Balance | $83,350.94  |
| Deposits |   |
| Payments |   |
| Interest | $         2.83  |
| Ending Balance | $83,353.77  |

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| * **Customer Service Report – Robert (5 mins)**
 | Robert sent email to SCC. Waiting for response.* Interfaces – Jeff Marr figuring out where this stands on testing
	+ Talked with Chung He about
	+ Shawna’s institution did this in the past. She did a presentation at the last SNUG
* Motivate SCC to move their ticketing system to a parent/child format
* What does SoftReports provide? Still waiting for information
	+ Issue with IE.
* Any plans to expand data directory within SoftReports for Micro, Path, Gene, Bloodbank, etc.?
	+ Webinar occurred on January 19 to provide more information
* Education/Training from Soft seems to be a hot topic
* Downtimes still huge issue – Soft reported they are working on overhaul in PMO office and will provide updates at next executive meeting
* QA/QC for hotfixes/upgrades/installs – finding lots of issues – more details needed from Tyla to address at next executive meeting
* Issues needing to be addressed: Upgrades, training, adapt to Covid, Epic Beaker
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| * **Sig Coordinator – Tawni (5mins)**
 | * Ballot for Prelim Voting is ready – includes SIG’s from last year (2021 cycle) that are still eligible to be voted on in current (2022) cycle.
	+ Ballot can be found here: <https://www.softcomputer.com/support/groups/dynamic/vote_preliminary_preview.php>
	+ Tawni to work with Milena to finalize/adjust message to users
	+ Voting closing Feb 15 at 5 pm
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| * **Social Media Chair – Becky (10 mins)**
 | * Save the date has been sent out – weird glitch that prevented original announcement has been corrected
* Registration announcement has been sent out
* Social Media has been updated (THANK YOU!!)
* Webinar series will be added/updated
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| * **Vendor – Robert/Donna (10 mins)**
 | Vendor plans for 2022?* Previous info - Most vendors on board to join us in May
* Need to send vendors the Save the Date. Vendor registration can open on December 1st, the same date as users.
* Lanyard and mugs sent previously
* **Platinum Vendor Hospitality Suite/Reception – Monday evening ?? Need sponsor.**
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| **Adjournment:** | * Meeting adjourned at 1:35 pm EST
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