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: October 20, 2021** |  | **Time: 12:30 PM EST** | **Location:** Remote Webex Conference |
| **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*** |  X | **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*** |   | **Becky Schran (Social Media Coordinator/Asst. Secretary)*****Olmsted Medical - MN*** |  X |
| **Jeff Hughes (Asst. Treasurer/SIG Coordinator)** ***University Hospitals - OH*** |   | **Brenda Duff (Auxiliary Board Member)*****Orange Regional Medical Center - NY*** |  X  | **Tawni Schmeling****GHC South Central Wisconsin** |  X |
| **Tyla Adams****Houston Methodist** |  | **Lok Tse****Cape Cod Hospital** |  X |  |  |
|  |  |  |
| * **Welcome-Roll Call**
 |  | **Standing** |
| * **Announcement of Recording**
 |  | **Standing** |
| * **Review of previous meeting minutes**
 |  | **Approved** |
| * **President’s Report – Andrea (5 - 10 mins)**
 | * Welcome new board members
	+ Tawni Schmeling – GHC South Central Wisconsin
	+ Tyla Adams – Houston Methodist
	+ Lok Tse – Cape Cod Hospital
* Assign/Clarify Board Positions
	+ SNUG Executive Board Job Descriptions document

* +
	+ Board positions to fill: Vice President, Assistant Secretary, SIG Coordinator
	+ SIG Moderator Roles
	+ Scott will continue with Secretary role
	+ Donna will continue in Treasurer role
	+ Becky will continue as Social Media Coordinator
	+ Tawni will take the SIG Coordinator role
	+ Lok will take Assistant Secretary role
	+ Brenda will take the Vice President role
	+ Assistant Treasurer will be figured out later
* Andrea will follow up with Robert and Tawni to find out what roles they are interested in
* SIG Moderators needed
	+ Soft Lab 4.5 - Andrea
	+ Soft AR – Robert
	+ Bank, Donor, Transplant, Media – Brenda
	+ Customer Service, Star, TQC – Donna
	+ SoftID, Security – Andrea/Brenda
	+ Outreach, Web – Andrea/Brenda
	+ Soft Express – Andrea/Brenda
	+ Lab 4.0 – Becky
	+ Reports/BI – Robert

Recycling theme/swag from the cancelled September conferenceSame keynote speaker from cancelled September conferenceWe dropped HCT Global – they had previously assisted with conference hotel selection; we will work directly with the SheratonSunday May 8, will be the first day of the 2022 conferenceNeed to figure out cancellation policy dates - Cancel with full refund up to March 31, 2022. After that refund minus $100, and at some date, no refund for cancelling.  - Andrea will draft cancellation policy and send out to board members for reviewRegistration for the 2022 conference will open December 1, 2021Updated Board Membership:

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| --- | --- | --- | --- | --- |
| **Role** | **Board Member** | **Organization** | **Phone** | **Email** |
| Past President | Sonal Pandey | Lancaster General | 717-544-4229 | sonal.pandey@pennmedicine.upenn.edu |
| President | Andrea Hawk | Michigan Medicine | 734-763-3141 | ahawk@med.umich.edu |
| Vice President | Brenda Duff | Garnet Health Medical Center | 845-333-0155 | bduff@ghvhs.org |
| Treasurer | Donna Passante | Mayo Clinic | 480-342-0148 | Passante.Donna@mayo.edu |
| Asst. Treasurer | Tyla Adams | Houston Methodist Hospital | 832-239-7915 | tadams2@houstonmethodist.org |
| Secretary | Scott Hansen | Mayo Clinic | 507-284-9139 | hansen.scott@mayo.edu |
| Asst. Secretary | Lok Tse | Cape Cod Healthcare | 508-862-5448 | Chiu.Tse@CapeCodHealth.org |
| SIG Coordinator | Tawni Schmeling | Group Health Cooperative of South Central Wisconsin | 608-831-1766 ext. 5281 | tschmeling@ghcscw.com |
| Social Media Coordinator | Becky Schran | Olmstead Medical | 507-529-6668 | sschran@olmmed.org |
| Customer Service | Robert Gentry | Genova Diagnostics | 828-210-7402 | rgentry@gdx.net |

SIG Modifier Role:

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| **Product** | **Board Member** | **Organization** | **Phone** | **Email** |
| Soft Lab 4.5 | Tyla Adams | Houston Methodist Hospital | 832-239-7915 | tadams2@houstonmethodist.org |
| AR | Robert Gentry | Genova Diagnostics | 828-210-7402 | rgentry@gdx.net |
| Bank/Donor/Tx | Brenda Duff | Garnet Health Medical Center | 845-333-0155 | bduff@ghvhs.org |
| CS | Donna Passante | Mayo Clinic | 480-342-0148 | Passante.Donna@mayo.edu |
| Sec/Commons/SoftID | Andrea HawkBrenda Duff | Michigan MedicineGarnet Health Medical Center | 734-763-3141845-333-0155 | ahawk@med.umich.edubduff@ghvhs.org |
| Outreach/Web | Andrea HawkBrenda Duff | Michigan MedicineGarnet Health Medical Center | 734-763-3141845-333-0155 | ahawk@med.umich.edubduff@ghvhs.org |
| SoftExpress | Andrea HawkBrenda Duff | Michigan MedicineGarnet Health Medical Center | 734-763-3141845-333-0155 | ahawk@med.umich.edubduff@ghvhs.org |
| Lab 4.0/QC | Becky Schran | Olmstead Medical | 507-529-6668 | sschran@olmmed.org |
| Micro | Robert Gentry | Genova Diagnostics | 828-210-7402 | rgentry@gdx.net |
| SoftPath/PathDx | Tyla Adams | Houston Methodist Hospital | 832-239-7915 | tadams2@houstonmethodist.org |
| Genetics | Robert Gentry | Genova Diagnostics | 828-210-7402 | rgentry@gdx.net |
| Workload | Robert Gentry | Genova Diagnostics | 828-210-7402 | rgentry@gdx.net |
| SIG Coordinator | Tawni Schmeling | Group Health Cooperative of South Central Wisconsin | 608-831-1766 ext. 5281 | tschmeling@ghcscw.com |
| SoftReports/BI | Robert Gentry | Genova Diagnostics | 828-210-7402 | rgentry@gdx.net |
| Total QC | Donna Passante | Mayo Clinic | 480-342-0148 | Passante.Donna@mayo.edu |
| SoftMedia | Brenda Duff | Garnet Health Medical Center | 845-333-0155 | bduff@ghvhs.org |

**Past Discussions regarding September Conference, which was cancelled*** Vote on refund process for attendee cancellations for September conference
	+ Board agrees that for this conference, if an attendee cancels we will give full refund or option to apply to next year’s conference.
	+ We will need to create a cancellation policy for the 2022 conference.
* Business meeting on Tuesday and start recruiting now for board members. Get people to submit that they want to serve. Send to LIS serve and with next communication for the conference. More discussion needed on staggering service terms for board members. We will likely be recruiting 5 or 6 new board members at this year’s conference. Suggestion to include info on each position.
	+ Board nomination emails will go to Becky and Robert.
		- Becky will send out the email to solicit names
	+ Becky will also post on the social media sites.
	+ Business meeting to encompass Customer service, SIGS, Treasurer Report, Bylaw approval, others?
	+ For SIGs do a webex again before the conference.
	+ Sonal suggest to Jeff to have Business meeting on Tuesday instead of Wednesday.
* Confirm keynote speaker
	+ Meeting on Friday to finalize
* Topics to discuss with Gilbert/Soft Execs at Conference
	+ long outages, too many hot fixes, late code deliveries prior to upgrades, hotfixes break other code, switching Soft implementers too often, micro-managing during demos is interfering with progress
	+ Scheduling go lives around Soft conference
	+ Bring other topics to next exec meeting
* What Board members can go at this time?
	+ Still a lot of unknowns at this time whether people can attend based on their organization’s fiscal and travel policies.
	+ UMICH Andrea coming but no others this year.
	+ Sonal not able to attend.
	+ Jeff is Mon and Tues only for this year as he is changing positions and LIS. He also asked that we replace him on the board after the conference.
	+ Mayo is not allowing travel to conferences – Scott will not attend, Donna may attend on her own
* How many Board members needed to run the conference? (4 minimum)

Possibly reach out to former board members to see if they are able to attend and willing to help. * Sonal reached out to Shawna and Corbin and both are willing to help.
	+ Maybe even people that might be interested in being on the board in the future could get involved and help
* Bylaws: add pieces about cancelation and get approval at the conference – we should clarify board terms if it’s not already in the bylaws – new term or remaining term?
	+ Will be emailed out to board for review
* Recruitment for future board members
* Sheraton food/menu review
	+ Next steps are adjustments and pricing of food
	+ Will be reaching out to Sheraton
 |  |
| * **Treasurer Report – Donna (5 mins)**
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| **Sept 2021 Checking** |  |  |
| Beginning balance  |  $  91,438.51  |  |
| Deposits |   |  |
|   |   |  |
| Payments | $(36,445.91) |  |
| Bank Fee (135.91) |   |  |
| Eagles Talent (1750.00 |   |  |
| Accountant (600.00) |   |  |
| Refunds (33960.00) |   |  |
| Ending Balance | $  54,992.60  |  |
|  |  |  |
| **Sept 2021 Savings** |  |  |
| Beginning Balance | $  83,339.30  |  |
| Deposits |   |  |
| Payments |   |  |
| Interest | $           3.24  |  |
| Ending Balance | $  83,342.54  |  |

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| * **Customer Service Report – Robert (5 mins)**
 | * Defer to next meeting

Robert will continue to follow-up on these items* + Interfaces – Jeff Marr figuring out where this stands on testing
		1. Talked with Chung He about
		2. 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
		1. Issue with IE.
	+ Any plans to expand data directory within SoftReports for Micro, Path, Gene, Bloodbank, etc.?
		1. Webinar occurred on January 19 to provide more information
 |  |
| * **Sig Coordinator – Jeff (5mins)**
 | No updates at this time. Completed for this cycle. * + Jeff will present results at the conference
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| * **Social Media Chair – Becky (10 mins)**
 | * Becky updated sites with 2021 conference information
	+ FaceBook and LinkedIn up to date for Soft webinars
	+ Gmail account (snugexec@gmail.com) appears to have only Spam content. Becky will get on Gmail account later to check on it again.
		1. Keep Gmail account for now, look at again next year
	+ Will update social media sites and ask for people to present.
	+ Will put out board member requests when it is ready.
	+ LinkedIn and FaceBook both updated and current
	+ “Are you interested in being a board member” is on social media sites
	+ Becky will add a “see you soon” message and COVID safety information

New board members will be added to social media sites |  |
| * **Vendor – Robert/Donna (10 mins)**
 | * There are vendors signed up already.
	+ Contacted potential vendor again last week.
	+ Some may have conflicts with other conferences that were all scheduled in the fall
* Most vendors on board to join us in May
 |  |
| **Adjournment:** | * Meeting adjourned at 1:22 pm EST
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