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: September 15, 2021** |  | | | | **Time: 1:00 PM EST** | | **Location:**  Remote Webex Conference | | |
| **Chair:** Sonal Pandey/Andrea Hawk | | | | | | |
| **Recorder:** Scott Hansen/Donna Passante | | | | | | |
| ***SNUG Member Name:*** | | | ***Attended*** | ***SNUG Member Name:*** | | ***Attended*** | ***SNUG Member Name:*** | | ***Attended*** |
| **Sonal Pandey (President)**  ***Penn Medicine Lancaster Gen Hospital – PA*** | | |  | **Andrea Hawk (VP)**  ***Michigan Medicine – MI*** | |  | **Donna Passante (Treasurer)**  ***Mayo Clinic - AZ*** | |  |
| **Scott Hansen (Secretary)**  ***Mayo Clinic – MN*** | | |  | **Robert Gentry (Customer Service Chair/Vendor)**  ***Genova Diagnostics - NC*** | |  | **Becky Schran (Social Media Coordinator/Asst. Secretary)**  ***Olmsted Medical - MN*** | |  |
| **Jeff Hughes (Asst. Secretary/SIG Coordinator)**  ***University Hospitals - OH*** | | |  | **Brenda Duff (Auxiliary Board Member)**  ***Orange Regional Medical Center - NY*** | |  |  | |  |
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|  | |  | | | | | |  | |
| * **Welcome-Roll Call** | |  | | | | | | **Standing** | |
| * **Announcement of Recording** | |  | | | | | | **Standing** | |
| * **Review of previous meeting minutes** | |  | | | | | | **Approved** | |
| * **President’s Report – Sonal/Andrea (5 - 10 mins)** | | * 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 | | | | | |  | |
| * **President’s Report – continued Sonal/Andrea (5 - 10 mins)** | |  | | | | | |  | |
| * **Treasurer Report – Donna (5 mins)** | | |  |  | | --- | --- | | **July 2021 Checking** |  | | Beginning balance | $  89,021.40 | | Deposits | $  10,386.18 | | Payments |  | | BOFA merchant Services |  | | Accountant () | $   (1,500.00) | |  |  | |  |  | | Ending Balance | $  97,907.58 | |  |  | | **July 2021 Savings** |  | | Beginning Balance | $  83,332.22 | | Deposits |  | | Payments |  | | Interest | $           3.54 | | Ending Balance | $  83,335.76 | | | | | | |  | |
| * **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 | | | | | |  | |
| * **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](mailto: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 | | | | | |  | |
| * **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 | | | | | |  | |
| **Adjournment:** | | * Meeting adjourned at 1:22 pm EST | | | | | |  | |
| **Hotels** | | * Saturday and Thursday are full at the hotel. 12 13 and 14 we have not met our obligation yet. Adding 25 for the full nights. * Karaoke is in the Main Stay Tavern again. * Menu – Menu set but how do we want to scale down for the lower numbers. | | | | | |  | |
| **By Laws** | | * Get By Laws signed. | | | | | |  | |
| **First Time attendees** | | * ? touch base with Brenda if there was anything else needed ? | | | | | |  | |
| **Flag tags** | | * Do we need to order Flag tags for the badges? Inventory suggests we have enough in stock already. | | | | | |  | |
| **Raffle Tickets** | | * Do we still have raffle tickets left over from last year. Plenty according to Jim. Sending message to Briana to confirm. | | | | | |  | |
| **SWAG** | | * Cup logo was forwarded * Lanyard Andrea will follow up on. | | | | | |  | |
| **Business meeting** | | * Come up with Slides for the business meeting | | | | | |  | |
| **Message to vendors example** | | Due to COVID, restricted budgets, and overall scheduling we anticipate a more casual and smaller Soft Network Users Group (SNUG) conference this year. We always appreciate your support and want to have full disclosure so that your expectations will still be met for the September 2021 conference. Any questions or concerns please reach out. | | | | | |  | |
| **Gilbert Meeting** | | Meeting topics   * Extended Downtimes   + How do other institutions shorten their downtimes? * Soft vs Beaker? Discuss risks (Costs, downtime, functionality, etc) * When is 5.0 coming and what are the plans for rollout?   + Plans to sunset 4.0?   + Clients that can’t afford to upgrade, what happens?   + Cost of upgrades?   + Will 5.0 be a complete rebuild? Do you have tools ready to assist? * Can SoftReports be available to everyone?   + The data is there and customers need to get to it.   + All fields should be available.   + Make it more user friendly   + Issue with IE. | | | | | |  | |