



**Friends of the Klamath County Library
Quarterly Membership Meeting Minutes
19 March 2025
At the Library**

Fran McDermott, Friends of the Klamath County Library vice president, opened the meeting at 2 pm by noting the large poster at the side of the room which thanked firms, foundations and folks who made notable donations to the fall fund raising appeal for Dolly Parton's Imagination Library. Fran then introduced several members from the Sky Lakes Patient Advocacy Department, two of whom presented a program on the Patient Advocacy program at Sky Lakes.

Jon Lynch and Patrick Price, both Patient Advocates at Sky Lakes, outlined the many problems the Advocacy Department can address for patients, ranging from interacting with providers (both within Sky Lakes and outside Sky Lakes) to finding trained individuals to address particular, specialized issues, including the need for outpatient care to sorting out issues. Assistance with billing and payment issues can also be handled by patient advocates.

One issue that raised many questions from audience members: if information gleaned from an adversarial interaction with providers cannot be shared, how does a patient learn about the outcome of such a process? The only outcome that can be shared is that a peer review has been conducted but results can't be made public, legally.

There were several questions from attendees, especially related to how complaints are handled. Additionally, there were queries concerning either complaining about or complementing a provider shortly after a visit; those, too, can be funneled through the Patient Advocacy Department.

At the conclusion of the presentation, the names of candidates for positions on the Friends of the Library Board of Directors were announced: Jacek Berka, Gail Brock, Elaine Deutschman, Judith Izzo, Fran McDermott, Betty Shaw, and Lindsay Silver. An invitation was extended to anyone else who might be interested in serving on the Board to let a Board member know of their interest – more Board members are needed.

Respectfully submitted,
Elaine Deutschman, Secretary
Friends of the Klamath County Library