

## Coordination of the SMAs

One measure of success of a SMA is high patient satisfaction. To do this, the SMA should be as simple and "customer friendly" as possible to attend. This is in stark contrast to most experiences with accessing the health care system. To accomplish this goal, a "SMA Coordinator" will be identified for Project Enable II. This individual will be the one point of contact for all SMA logistical matters to assure that participant's attendance is made easy. Responsibilities should include:

- 1) Scheduling the space for the SMA, they are currently held in the Radiation/Oncology Conference Room located in level 2 of NCCC (call 650-6614 for confirmation).
- 2) Order snacks (assorted fruit juice, water, decaf coffee, tea, fruit, pretzels or cookies) from Pat and Tony's 650-2015.
- 3) Keep a weekly list of expected attendees to the SMA (Note: All participants will be asked to call the SMA coordinator in advance to let them know they are coming).
- 4) Calling participants for snow or other cancellation reasons.
- 5) Instructs & educates support staff at the front desk to direct participants to the SMA, place signs from the front entrance of DHMC to the room (to assure that all in the health care setting are aware of what the SMA is and avoid looking puzzled when a participant walks in and asks, "where's the group appointment?").
- 6) Take attendance at the SMA, let the Nurse Educator know who attended and forward Marie and Fran a SMA note in CIS to assure a note is written for the patient's record.
- 7) Helps the NP and MD coordinate appointment/referral slips, prescription pads and other logistics to assure medical needs of participants get met.
- 8) Enter SMA information into database after each session.