

**THE METROHEALTH SYSTEM
BOARD OF TRUSTEES
JOINT MEETING OF QUALITY & SAFETY
AND PATIENT EXPERIENCE**

DATE: May 13, 2020

TIME: 12:00 p.m.

COMMITTEE

TRUSTEES: Dr. Silvers, Ms. Dee

STAFF: Dr. Boulanger, Mr. Stern, Mr. Sukalac, Dr. Stepnick, Ms. Kiedio, Mr. Kaufmann, Ms. Goerndt, Ms. Kline, Dr. Chehade, Dr. Nemer, Dr. Margolius, Ms. Seabold, Ms. McBride, Ms. Greenberg, Ms. Whiting, Ms. Booker, Dr. Golob, Dr. Werner

ABSENT: Dr. Boutros, Ms. Platten, Dr. Mercer, Dr. Alexander, Ms. Lovich-Sapola, Dr. Watts, Mr. McDonald, Mr. Moreno, Mr. Hurwitz, Mr. Monnolly, Ms. Anderson, Mr. Hairston

Dr. Silvers called the regular joint meeting of the Quality & Safety and Patient Experience Committee to order at 12:03 p.m.

I. Approval of Minutes – February 12, 2020

The minutes of the February 12, 2020 joint Quality & Safety and Patient Experience Committees were approved as presented.

II. INFORMATIONAL ITEMS

A. Safety Event Reporting – Ms. Booker

Ms. Booker stated that safety event reporting is the cornerstone of Patient Safety. The Safety Event Reporting system fosters a culture of safety with learning and psychological safety. It also includes process improvement, defines roles and expectation of event managers, optimization project and SERS completion compliance metric.

B. Patient Story – Ms. Goerndt

Ms. Goerndt showed a video to committee members regarding compassionate rounding and the impact it has on families not able to visit. Many are taking advantage of this and it is also helping for end of life for those patients on the COVID19 floors.

C/D. Quality/Safety/Patient Experience YTD Performance – Mr. Kaufmann

Mr. Kaufmann stated we are down to eight measures. We are making progress with pediatric immunizations but need to work on pediatric lead screening. In mid-March in response to the COVID-19 pandemic, we rapidly transitioned Outpatient Clinics and Express Care visits to Telehealth. Emergency Services, Hospital Cleanliness and Outpatient Surgery remain challenging. The new experience dimensions for Grievance Resolution and Prescription Turn Around Time are showing progress. The rapid change in our care delivery model in response to COVID-19 had an initial adverse impact on the patient satisfaction in the last two weeks of March, specifically with the telehealth outpatient visits and care that patient felt that they needed right away. The Emergency Room and the Outpatient Surgery facilities allowed for some improvement in patient experience in March. The Experience goals expanded from five measure to eight measures and overall below threshold. The hospital maintains stretch performance YTD.

E. Telehealth Experience – Ms. Goerndt

Ms. Goerndt gave an update on the Telehealth transition. The sentiment analysis of 957 comments from patients that experienced a Telehealth visit and left a comment in March and April 2020 signaled a largely seamless transition. Patient sentiment remained heavily focused on positive sentiment about MetroHealth clinicians, even more so with the Telehealth appointments. Most patients, 88.4% expressed a positive sentiment and 6.9% expressed a negative perception about Telehealth. Another 4.2% expressed a preference for an in-person visit, without a specific reason and 0.8% felt that they needed a visit at a clinic for a specific reason.

F. Mask Reprocessing – Mr. Kaufmann

Mr. Kaufmann stated we are looking at control, conserve and access regarding Personal Protective Equipment (PPE) Conservation so we can ensure proper PPE is distributed to proper staff, focus on conservation of critical equipment and provide convenient access to PPE near the point of use. With normal supply flow each item is a one-time use. Mask and Respiratory Reprocessing will utilize the Bioquell machine, use hydrogen peroxide vapor decontamination, have a 2-4-hour processing time, with 500-1000 masks per load and the masks are cleaner than a new mask.

G. Mobile Team/Drive Through Testing – Mr. Kaufmann

Mr. Kaufmann stated that the Mass COVID-19 Testing Unit has been helping the community. Drive through PCR COVID testing was initially implemented for employees. It was opened to first responders and limited patients in early April. It was opened for high risk surgical and procedural patients on May 1st. Testing is being done at Brecksville, Cleveland Hts., Parma and main campus.

III. NON-CONSENT/ACTION ITEMS

None

IV. CONSENT ITEMS

None

There being no further business to come before the committees, the meeting was adjourned at 1:26 p.m.

Respectfully,

J.B. Silvers, Ph.D.
Board of Trustees