

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

DATE: February 10, 2021

TIME: 12:00 p.m.

PLACE: Virtual

AGENDA

I. Approval of minutes of the joint meeting of the Quality & Safety and Patient Experience Committee – November 11, 2020

II. INFORMATION ITEMS

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|---|-------------------------------------|
| A. Patient Story | Seona Goerndt |
| B. Introduction & Overview of Spiritual Care | Reverend Debra Dove |
| C. 2020 Quality & Experience Year End Performance | Seona Goerndt &
Matthew Kaufmann |
| D. 2021 Proposed Quality & Experience System Goals | Seona Goerndt &
Matthew Kaufman |
| E. CMS Star Rating 2021 | Brook Watts &
Nicole Rabic |
| F. COVID Vaccination Update | Brook Watts &
Matthew Kaufmann |
| G. Inclusion, Diversity and Equity
Patient Interviews and Focus Groups –
Initial Observations | Seona Goerndt |

III. NON-CONSENT/ACTION ITEMS

None

IV. CONSENT ITEMS

None