

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

**DATE:** February 10, 2021

**TIME:** 12:00 p.m.

**COMMITTEE**

**TRUSTEES:** Dr. Silvers, Ms. Dee, Ms. Whiting, Mr. Hairston

**STAFF:** Dr. Boulanger, Dr. Chehade, Mr. Kaufmann, Mr. Stern, Ms. Goerndt, Ms. Greenberg, Ms. Kiedio, Ms. Kline, Dr. Lovich-Sapola, Dr. Margolius, Ms. McBride, Ms. Seabold, Dr. Stepnick, Mr. Sukalac, Dr. Watts, Ms. Rabic and Rev. Dove

**ABSENT:** Dr. Boutros, Ms. Platten, Mr. Hurwitz, Ms. Kirk, Mr. Monnolly, Mr. Moss

Dr. Silvers called the regular joint meeting of the Quality & Safety and Patient Experience to order at 12:06 p.m.

**I. Approval of Minutes – November 11, 2020**

The minutes of the November 11, 2020 joint Quality & Safety and Patient Experience Committee were approved as presented.

**II. INFORMATIONAL ITEMS**

**A. Patient Story – Ms. Goerndt**

Ms. Goerndt read a letter from a patient who needed knee replacement surgery for the third time. He had his previous surgeries at another hospital and was told that his insurance would not pay the full amount for this third surgery and he needed to leave a deposit of \$6,000. He postponed the surgery and came to MetroHealth for a second opinion. After meeting with the surgeon, he decided to have the surgery here. He expressed that his experience at MetroHealth was spectacular and he has now switched over all his care to MetroHealth.

**B. Introduction & Overview of Spiritual Care – Rev. Dove**

Rev. Dove stated the role of spirituality in healthcare is essential in our total health and wellbeing. With illness we often experience human vulnerability and awareness of our mortality. The Spiritual Care Department supports optimal health for our patients, families, staff and leadership through spiritual care awareness, knowledge, and resources. It also provides expertise in spiritual care issues within the MetroHealth System and the community.

**C. 2020 Quality & Experience Year End Performance – Ms. Goerndt and Mr. Kaufmann**

Mr. Kaufmann stated that we finished strong at the end of the year. Influenza is at 70%, Colon rectal at 65% and Diabetes at 32%. Screening hypertension has been a challenge due to COVID. Pediatric lead levels made progress and pediatric immunizations hit stretch performance. Ms. Goerndt stated that Patient Experience goals are reported with a one-month delay due to the delay in survey returns and to allow 30-days for the grievance resolution. In February, an interruption in survey data collection due to the vendor's technical difficulties resulted in the survey volume decreases compared to the monthly averages for the last 12 months. Performance goals were readjusted to exclude "Likelihood to Recommend" results from March, April, and May when patient experience was impacted by the onset of the Covid-19 pandemic and the System's response. The pandemic resulted in decreased patient volume, and therefore decreased survey volume for regulatory survey HCAHPS and OASCAHPS administered over the regular mail. The results are now reported with the two-month lag allowing more time to gather surveys. As of December, Patient Experience met its goals.

**D. 2021 Proposed Quality & Experience System Goals – Mr. Goerndt and Mr. Kaufmann**

Mr. Kaufmann stated the five proposed goals (they are carried over from 2020) will be:

- Influenza
- Colorectal Cancer
- A1c
- Peds Immunization
- Lead Screening
- Reporting ONLY – Blood pressure
- Retire depression and statin

Ms. Goerndt stated the proposed Patient Experience System Goals for 2021 will be:

- Clean Hospital Environment
- Clean Emergency Department Environment
- Grievance Resolution
- Prescription Refill Turn Around Time (TAT)
- Recommending continuing to refine Telehealth

**E. CMS Star Rating 2021 – Dr. Watts and Ms. Rabic**

Ms. Rabic stated she is happy to report that MetroHealth is a three-star hospital. This will be published in April to the public. The overview of star ratings includes safety of care, mortality, readmission, patient experience, efficient use of medicine imaging, effectiveness of care and timeliness of care with continued work on improvement with re-admissions and patient experience. The Vizient calculator shows the top 10 areas to improve and if we improve these measures we will be a four-star hospital.

**F. COVID Vaccination Update – Dr. Watts and Mr. Kaufmann**

Dr. Watts stated the patient vaccinations started in mid-January with 1a and 1b primary age-based patients. The capacity is limited by vaccine supply. There are multiple vaccination locations that include Bedford, Parma, Cleveland Heights, Main Campus, Old Brooklyn, and Brecksville.

**G. Inclusion, Diversity and Equity – Ms. Goerndt**

Ms. Goerndt stated that a Patient Focus Group regarding the gap in care around minority patients started in November. Virtual interviews regarding the COVID-19 vaccines with 81 patients was conducted in January with 55 years and older. Fear, confusion, and mistrust is strong among minority MetroHealth patients regarding the vaccine and in almost every conversation the patient expressed concerns. Approximately one third of those they spoke to were open to getting the vaccine but were uncertain of what could help others feel more comfortable. Next steps will include using COVID-19 vaccine findings to influence Community Engagement Planning, analyze full data set, share analysis with stakeholders, and combine data set with additional IDE insights to drive employee training, education, and IDE programming.

**III. NON-CONSENT/ACTION ITEMS**

None

**IV. CONSENT ITEMS**

None

There being no further business to come before the committee, the meeting was adjourned at 1:54 p.m.

Respectfully,

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