

# The MetroHealth System Board of Trustees

---

## QUALITY SAFETY & EXPERIENCE COMMITTEE

May 12, 2021

### Meeting Minutes

**Committee Members Present:** Dr. Silvers, Ms. Dee

**Other Trustees Present:** Ms. Whiting, Ms. Davis-Chappell

**Staff Present:** Dr. Boulanger, Dr. Chehade, Mr. Kaufmann, Mr. Stern, Ms. Goerndt, Ms. Greenberg, Ms. Kiedio, Ms. Kline, Dr. Margolius, Ms. McBride, Ms. Seabold, Dr. Stepnick, Mr. Sukalac, Dr. Watts, Ms. Conti, Dr. Tien, Ms. Moldaver

Dr. Silvers called the meeting to order at 12:02 p.m.

**1. Approval of Minutes**

The minutes of the February 10, 2021 Committee meeting were approved as submitted.

**2. Information Items**

**Patient Story – Seona Goerndt**

Ms. Goerndt stated that Patient Experience has now implemented Thursday Thanks on the MIV to share patient letters of gratitude for the care they have received. The recent Thursday Thanks came from a patient who was grateful for the excellent care she received getting the COVID vaccine.

**MetroHealth Lead Coalition – Dr. Matthew Tien and Jennifer Conti**

Dr. Tien stated that lead poisoning is still a widespread problem in our community. There were 354 patients under the age of 6 with elevated lead in 2020. Sources can come from lead-based paints, dust, and contaminated soil. Screening is done in 1-2-year-old patients in high risk zip codes, 3-6-year-old patients if not done earlier and additional screening when deemed necessary. The Lead Coalition team has set up ways to improve lead testing rates by getting the lead screening when the patient is seen, change workflows in clinics, use reports to identify barriers, along with automated messages. Clinic rate of completion on the day of visit testing has increased from 33% to 96%. Similar success has been sustained at main campus pediatric clinics.

# The MetroHealth System Board of Trustees

---

## **Volunteer Services Update – Becky Moldaver**

Ms. Moldaver stated that the Volunteer Service Program paused in March 2020. Patient and family advisors moved to WebEx meetings. Peer support visits moved from inpatient bedside to phone and a virtual story hour with the Cleveland State University Basketball Team setting up story hour via iPads and WebEx. The transition to community-based roles included a partnership with the Institute of H.O.P.E., COVID-19 Vaccination Clinics and collaboration with Risk Management and Compliance to assure safety of volunteers and clients. The volunteers will be brought back to inpatient and outpatient locations in phases.

## **2021 Quality & Experience YTD Performance – Seona Goerndt and Matthew Kaufmann**

Mr. Kaufmann stated that five goals have been selected for the year. Colorectal continues to see improvement. Diabetes hemoglobin A1C continues to see progress with a lot of work being done. Lead screening is at 56%. No measurement for influenzas until flu season starts in October. Ms. Goerndt stated that Patient Experience is exceeding at stretch performance. Rounding continues twice a week in the ED, Facilities and Environmental Services. There has been a huge improvement with cleanliness and prescription turnaround time.

## **Inclusion, Diversity and Equity – Seona Goerndt**

Ms. Goerndt stated that in the past few meetings we have discussed Inclusion, Diversity and Equity. Overall, health care preference conversations confirmed what we already knew. The ideals are not too different from what we hear from our overall population of patients and first impressions are critical. Empathetic listening is key for respect and trust to be felt and patients described success in personalized care plans and relationships for compliance. Overall, even though patients feel like MetroHealth is inclusive, discriminatory actions happen. Discrimination is also multifaceted and includes not only racial discrimination but also socioeconomic discrimination. Organization wide efforts include refresh of STAR-IQ values and education for empathetic listening. Opportunities for areas to focus would include the Emergency Department and inpatient units.

### **3. Recommendation/Resolutions Approvals**

None

There being no further business to bring before the Committee, the meeting was adjourned at approximately 1:45 p.m.

Respectfully submitted,

J.B. Silvers, Ph.D.  
Committee Chair