

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

**DATE:** May 12, 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 – February 10, 2021**

**II. INFORMATIONAL ITEMS**

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| A. Patient Story   | Seona Goerndt                                |
| B. MetroHealth Lead Coalition  | Matthew Tien, M.D. and<br>Jennifer Conti, RN |
| C. Volunteer Services Update   | Becky Moldaver                               |
| D. 2021 Quality & Experience YTD Performance   | Seona Goerndt &<br>Matthew Kaufmann          |
| E. Inclusion, Diversity and Equity<br>Patient Interviews and Focus Groups<br>Findings and next steps | Seona Goerndt                                |

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

None

**IV. CONSENT ITEMS**

None