

The MetroHealth System Board of Trustees

QUALITY, SAFETY & EXPERIENCE COMMITTEE

August 10, 2022

12:00 – 2:00 pm

Meeting held at MetroHealth Board Room (K-107) or Via Zoom

Meeting Minutes

Committee Members Present: Dr. J.B. Silvers, Dr. E. Harry Walker, John Hairston, Maureen Dee

Other Trustees Present: Inajo Davis-Chappell, Vanessa Whiting

Staff Present: Dr. Akram Boutros, Dr. Nabil Chehade, Melissa Kline, Nicholas Sukalac, Dr. Joseph Golob, Dr. William Lewis, Dr. Jennifer Bailit, Regina Sawyer, Julia Mason, Kate Nagel, Mehul Danawala, Laura McBride, Jennifer Lastic, Maureen Sullivan, Nicole Rabic, Ekaterina Dubovikova

Dr. Silvers called the meeting to order at 12:01 pm

(The minutes are written in a format conforming to the printed meeting agenda for the convenience of correlation, recognizing that some of the items were discussed out of sequence.)

I. **Approval of Minutes**

The minutes of the May 11, 2022 Committee meeting were approved as submitted.

II. **Information Items**

Patient Story – Jennifer Lastic

Ms. Lastic read an experience that highlighted the Maternal Fetal Medicine area. Dr. Pippen who deals with high risk pregnancies provided a patient with much needed support and assurance throughout her pregnancy. She knew she was in good hands and had a healthy baby boy. A photo of mother and baby was shared with committee members.



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Patient Experience System Goal Performance – Katrina Dubovikova

Ms. Dubovikova stated that approximately 46% of the 2022 HCAHPS surveys have been received. HCAHPS monthly results may change as additional surveys are received. Monthly sample size meets the minimal CMS requirement, however, is not statistically representative of the patient population. Patient Experience scores are reported with a one month lag due to delay in survey returns. All areas met stretch performance.

Experience Improvement Initiatives – Maureen Sullivan

Ms. Sullivan provided a summary of what was discussed at the last board meeting regarding the key drivers in the experience improvement initiatives. Since the last meeting they are ramping up efforts in the Emergency Department with real time assessments and data gathering with nurse leaders rounding and keeping tract. They are looking into more technical ways to do this in the future.

Review of Quality System Goals – Nicole Rabic

Ms. Rabic stated that the goals presented are benchmarked as other EPIC companies. Year to date we are three points over stretch performance. Diabetes is at threshold, colorectal cancer screening is at stretch, pediatric immunizations are on target and CAUTI is at stretch. Ms. Rabin stated that these are excellent results.

Special Update – FQHC-LA Quality Program – Kate Nagel & Dr. Harry Walker

Ms. Nagel stated the FQHC program aligns with the MetroHealth mission and commitment to community-based comprehensive primary care. Key strategic enablers include staying connected to the community to maintain intimate understanding, continuing collaboration with MetroHealth for the betterment of the community and to sustain financial performance and improve operations. The MetroHealth sites and services include Glenville Health Center, Broadway Dental Clinic, Community Mobile Clinic, School Health Program and the 340B Pharmacy and Cash Card Program. Year to date over 5,000 patients have been served with over 9,000 patient encounters.

III. Recommendation/Resolutions Approvals

None

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Dr. Silvers indicated that all further matters to be considered at this meeting involved discussions of trade secrets, matters required to be kept confidential by law, personnel matters, as well as information subject to the attorney-client privilege. Upon unanimous roll call vote, the Committee went into Executive Session to discuss such matters at 1:02 pm.

Following Executive Session, the meeting reconvened in open session at 1:30 pm.

There being no further business to bring before the Committee, the meeting was adjourned at approximately 1:33 pm.

Joseph Golob, M.D.
Chief Quality Officer, Inpatient Services

Melissa Kline, RN, DNP
SVP, System Chief Nurse Executive