

The MetroHealth System Board of Trustees

QUALITY, SAFETY AND EXPERIENCE COMMITTEE

January 25, 2023

12:00 pm

MetroHealth K-107 Board Room or Via Zoom

Meeting Minutes

Committee Members Present: JB Silvers, PhD-I, Vanessa Whiting-I, Maureen Dee-I, Harry Walker, MD-R

Other Trustees Present: John Corlett-I

Staff Present: Joseph Golob, MD-I, Airica Steed, RN-I, Laura McBride-I, Stacey Booker-I, Maureen Sullivan-I, Brian Mercer, MD-I, William Lewis, MD-I, Jennifer Bailit, MD-I, Nabil Chehade, MD-I, Olusegun Ishmael, MD-I, Nichole Bernardo-I, Regina Sawyer-I, Christine Alexander, MD-R, Nicholas Sukalac-R

Dr. Silvers called the meeting to order at 12:05 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 November 9, 2022 Committee meeting were approved as submitted.

II. **Information Items**

Quality, Safety and Experience True North Goals – Joseph Golob, MD

Dr. Golob shared the vision for MetroHealth’s True North, which is a lean concept that started with Toyota. True North describes the ideal or state of perfection that seeks to ensure that every patient receives patient-centered, equitable, safe and the highest quality of care and the ultimate patient experience.

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¹ I-In-person, R-Remote

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Patient Story – Maureen Sullivan

Ms. Sullivan highlighted a story regarding a patient who moved here from Guatemala and who described the wonderful care she received from Dr. Sailofsky. After symptoms, Dr. Sailofsky ordered tests that revealed a rare complication. But the patient was able to get the treatment she needed and delivered a healthy baby.

2022 Patient Experience Goals and Performance – Maureen Sullivan

Ms. Sullivan stated there have been some ups and downs but we did not meet threshold for Likelihood to Recommend the Hospital. There have been some technology issues that they are still working through and they are still receiving more surveys for 2022. They are also trying to close the gap with disparities and the voice of the patient helps guide them. HCAHPS scores were shared. True North will be involved in all measures.

2022 Quality Goal Performance – Nicole Rabic

Ms. Rabic stated we are at stretch performance for the year for the quality system goals. This is a great accomplishment. MetroHealth's current CMS Star Rating (3-stars) and the Leapfrog grade ("C") were also discussed. Goal will be to be a 5-Star Hospital and have a Leapfrog grade A.

New Quality Structure and Plan – Joseph Golob, MD

Dr. Golob provided an update on the Quality Institute, which is now the Institute of Patient Centered Excellence (IPCX). IPCX will have two main offices. The IPCX Office of Whole System Quality and the IPCX Office of Continuous Improvement. The Whole System Quality Office will work with Patient Safety and HRO, Infection Prevention, Quality Data Analytics, Quality Assurance, and Patient Experience. The IPCX Office of Continuous Improvement will be a new tool for the System. It will focus on Lean Six-Sigma and continuous improvement activities. The team will serve as consultants to clinical areas working on improvement projects.

III. Recommendation/Resolutions Approvals

None

Dr. Silvers indicated that all further matters to be considered at this meeting involved discussions of trade secrets and matters required to be kept confidential by law. Upon a motion and a second and a unanimous roll call vote, the Committee went into executive session to discuss such matters at 1:17 pm.



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Following Executive Session, the meeting reconvened in open session at 1:33 pm.

There being no further business to bring before the Committee, the meeting was adjourned at approximately 1:35 pm.

Joseph Golob, MD
SVP, Chief Quality and Safety Officer

