

The MetroHealth System Board of Trustees

QUALITY, SAFETY AND EXPERIENCE COMMITTEE OF THE BOARD OF TRUSTEES

Wednesday, April 26, 2023

12:00 – 1:30 pm

MetroHealth Board Room (K-107) or Via Zoom

Meeting Minutes

Committee Members Present: Harry Walker, M.D.-I, Inajo Davis Chappell-I, John Hairston, Jr.-R

Other Trustees Present:

Staff Present: Joseph Golob, M.D.-I, Airica Steed, RN-I, Laura McBride-I, Melissa Kline, RN-I, Maureen Sullivan-I, Jennifer Lastic-I, Jennifer Bailit, M.D.-I, Brian Rentschler-R, Julia Mason-I, Christine Alexander, M.D.-R, Richard Blinkhorn, M.D.-I, Julia Bruner, M.D.-I, Nicole Rabic-I, Kelly Connelly-I, Matthew Kaufmann-I, Olusegun Ishmael, M.D.-R, Mehul Danawala-I, Brandon Carrico-I, Nisrine Khazaal-R, Amy Ray, M.D.-I, Claire Mack-I, Julie Tsirambidis-R, Joseph Frolik-I

Dr. Walker called the meeting to order at 12:00 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 January 25, 2023, Committee meeting were approved as submitted.

II. **Information Items**

Patient Video – Jennifer Lastic

Ms. Lastic showed a video regarding a patient named Ms. Lois Tyson. Ms. Tyson started experiencing stroke like symptoms while at the Ohio City Satellite. Officer



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Andrea Flowers was concerned and followed her and called the paramedics. Officer Flowers stayed with her and even called her granddaughter. Ms. Lois stated that the officer saved her life and gave her hope that someone really cares.

Joint Commission Extension Survey – Kelly Connelly

Ms. Connelly gave a brief overview of the Joint Commission Extension Survey. She stated that the extension survey is required by MetroHealth since it met the criteria that we offer a new service at a new location which is our Cleveland Heights Behavioral Health and there was a significantly altered physical plant which is the Glick Center. The extension surveys are done to ensure that the accreditation decision previously awarded to the hospital is still appropriate under the changed conditions. We were last surveyed in March of 2022. An unannounced extension survey would be conducted four-six months from the date of the opening. They anticipate their arrival between May-June. We have been assigned one life safety and one general surveyor and it will be a two-day survey. A Behavioral Health consultant was retained for a 2-day visit to the Cleveland Heights location in January to identify any gaps. The accreditation team has been performing weekly sweeps on the units with a focus on the environment, equipment management, cleanliness, and staff readiness.

CICIP Introduction – Matthew Kaufmann

Mr. Kaufmann stated that the CICIP program stands for Care Innovation and Community Improvement Program. This is a Medicaid program where we work with Medicaid and other Ohio organizations targeted at specific interventions of the needs across the Medicaid population. The other organizations we are partnered with, include University of Cincinnati, University of Toledo, and Ohio State. This is a coalition to produce new projects to improve the quality of care on vulnerable populations. This is a very structured initiative from an operational standpoint and there are executive leaders assigned from each organization typically at a CMO or Population Health lead. Our CICIP leader is Dr. Chegade. The entire coalition meets monthly to review the four quality domains: ED utilization, opioid and substance abuse disorders, mental illness, and at-risk mothers. Each organization is asked to lead one of these domains. MetroHealth is the leader of the ED Utilization Task Force. We participate in all four of the domains. MetroHealth utilizes a structured approach to CICIP management. At the local level we have a MetroHealth Steering



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Committee which includes multiple clinical and operational leaders. They evaluate all the CICIP domain activities and prioritize improvement initiatives. They are also working with the different operational leads if there needs to be some allocation of funds from the CICIP revenue.

QAPI Plan – Dr. Joseph Golob

Dr. Golob stated that the QAPI Plan is the Quality Assurance Performance Improvement Plan. It is a data driven and a proactive approach to quality assurance and performance improvement. This is a CMS Conditions of Participation requirement. Why is this important? It demonstrates that a hospital has an effective, ongoing system in place for identifying problematic events to remedy these problems for continuous improvement. The hospital governing body (Board) is responsible for the oversight of the QAPI Plan. The QAPI Plan covers 5 areas : 1. Design and Scope 2. Governance and Leadership 3. Feedback, Data Systems and Monitoring 4. Performance Improvement Projects and 5. Systematic Analysis and Systematic Action. The QAPI Plan encompasses all departments and services provided within the MetroHealth System and across the continuum of care including contracted services. The QAPI Plan supports all staff to constantly strive to reduce risks to patients while improving the appropriateness, effectiveness, and safety of services beyond current standards of care. It aims the System toward True North. The Board of Trustees will review a yearly QAPI Plan and ensure management and governance plan and ensure resources are dedicated to the plan. Executive leadership oversees the system-wide implementation of the QAPI Plan. The Institute of Patient Centered Excellence is our tool to implement the plan.

III. Recommendation/Resolutions Approvals

None

Dr. Walker asked a motion to move into executive session to discuss proprietary trade secrets of quality information 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 12:30 pm.

Following Executive Session, the meeting reconvened in open session at 1:31 pm.



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There being no further business to bring before the Committee, the meeting was adjourned at approximately 1:32 pm.

Joseph Golob, M.D.
SVP, Chief Quality and Safety Officer

