

**THE METROHEALTH SYSTEM  
BOARD OF TRUSTEES  
PATIENT EXPERIENCE COMMITTEE**

Date: Wednesday, September 9, 2015  
Time: 10:00 am – Noon  
Place: Board Room- K107

**AGENDA**

**I. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF THE  
PATIENT EXPERIENCE COMMITTEE – June 10, 2015**

**II. INFORMATION ITEMS**

CAHPS Scores:

HCAHPS Trend Analysis	Peter Lawson/Behnam Bina	10:00 – 10:10
CAPHPS Update	Peter Lawson	10:10 – 10:20
Transition to Top Box Scores	Peter Lawson	10:20 – 10:30
Score Transparency	Beth Clegg/Kate Ruggiero	10:30 – 10:40

Q2 Grievance Data	Mary Linda Rivera	10:40 – 10:50
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Program Updates:

Code of Conduct Manual	Mary Linda Rivera	10:50 – 11:00
Pathways to Caring	Jennifer Lastic	11:00 – 11:10

Goals – Update

Arts in Medicine	Linda Jackson	11:10 – 11:15
Volunteer Services	Becky Moldaver	11:15 – 11:20
Patient Centered Healthcare	Mary Linda Rivera	11:20 – 11:25

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

None

**IV. CONSENT ITEMS**

None