

PATIENT EXPERIENCE BOARD OF TRUSTEES

DATE: MARCH 9, 2016

CHAIR: MAUREEN DEE

CHAIR: THOMAS M. McDONALD

RECORDER: MJ CARTER

PLACE: K-107

CALLED TO ORDER: 10:32 A.M.

ADJOURNED: 11:55 P.M.

Akram Boutros, MD, FACHE

X Amy Delp

X Lourdes Negron-McDaniel

X Mavis Bechtle

X Dr. Tom Collins

X Debbie Warman

X Mary Weir-Boylan

X Laurel Domanski Diaz, PFA

X Patricia Morgan, PFA

X Johanna Hamm, PFA

X Michael Stern

X Dan Lewis

Invited:

Terence Monnolly

John Moss

X Dr. J. B. Silvers

Charles H. Spain, Jr.

Vanessa L. Whiting

Mr. Mitchell C. Schneider

X Reverend Tony Minor

Presenter:

X Sara Laskey

X Rivera, Mary Linda

X Katrina Dubovikova

X Dr. Kuentz

X Jennifer Lastic

X Linda Jackson

TOPIC	DISCUSSION	ACTION ITEM/FOLLOW UP
Review of Minutes	December minutes approved.	
Patient Retention as it Relates to Patient Experience	<p>OPX is working toward the organization's objective to attract and retain patients. Thirty-five percent of patients choose a physician based on a positive review.</p> <p><i>Pathways to Loyalty</i>, a visual map of how the programs of the Office of Patient Experience lead to patient retention and patient loyalty. <i>Pathways to Loyalty</i> also focuses on building relationships with patients and making them feel we know them and they know us. Patients will be more likely to stay with MetroHealth.</p> <p>Tools to relationship building:</p> <ul style="list-style-type: none"> • Transparency Project. OPX will have scores of all providers, service lines and comments up on our website by July 2016. The information will aid patients when they choose where to get their care. Project can be brought to the Service Lines. <ul style="list-style-type: none"> ○ Pathways to Caring, a continued customer service programs for all MH employees. ○ Physician based communication program – Relationship-based Communication starting in May all providers will attend the training. Program should help boost good reviews. • iRound – Executive and Hourly Nurse rounding programs currently in use. iRound can be expanded to other departments, i.e., EVS. Gives MH accountability at many levels, executives, nurse managers. EVS is looking to use it in their rounds and it will provide valuable feedback. • EMMI an educational tool to prepare our patients with easy to understand information regarding procedures and what to expect after procedures. EMMI, a multimedia educational tool, has been introduced and implementation efforts are in progress for the following departments: Emergency 	

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	<p>Department, Gastroenterology, and Neuro MSK. EmmiEngage has been "live" in the Sleep Clinic for nearly eight weeks. Initial results indicate programs are viewed and patients appreciate the additional information. Per the clinical supervisor, the department feels patients are better prepared and there is a reduction in call. We can track if they have watched the EMMI.</p> <ul style="list-style-type: none"> • Volunteer opportunities provide another touch point for our patients. • Patient & Family Advisor program (PFA). Giving our patients a way to stay involved with MH and make positive change. PFAs are critical to making sure their voices are heard in our organization and make an impact on what we do. • Cultural Competency forums throughout the year. We are reaching out to the underserved/vulnerable to make sure we are hearing from those populations; LGBT; elderly, Hispanic/ black African American understand cultural needs of the populations. 	
<p>2015 Final Scores Revised Scorecard Format</p>	<p><u>2015 FINAL SCORES:</u></p> <p>MH will need to move approximately 10% of surveys scoring the hospital to an 8 in the "Rate Hospital" survey question to bump us in into the national 50th percentile or range 9 – 10.</p> <p>Year end 2015 survey reports completed. Most HCAHPS scores achieved improvement, with "Rate Hospital" showing a 2.4% improvement in top box scores, exceeding the industry improvement rate of 1%</p> <p>Safety net hospitals are improving at a slower rate than the industry standard but MH is improving faster than other safety net hospitals.</p> <p>MH stays consistent with improvement over the past 2 years in Recommend Hospital questions.</p> <p>Purposeful hourly rounding (PHR) trends downward over the year. PHR is not included in CMS VBP measurement, but is a best practice to positively impact VBP metrics.</p> <p>When patients are rounded on every 2 hours by nurses and providers rates are well above averages for MH.</p> <p>Patients are more likely to rate a 0 – 4; when there is no rounding.</p> <p><u>REVISED SCORECARD</u></p> <p>Reporting benchmarks to focus on actionable incremental improvement goals at the unit and site level instead of national percentile rankings.</p>	

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	Reporting top box plus opportunity scores or scores highest to the box reflecting positive experience instead of only reporting on top box scores though we will report out our comparative percentiles to the BOT PX committee bi-yearly.	
Physician/Relationship-Centered Communication	<p>Relationship centered communication program gives providers the tools which help their empathetic listening skills and understanding the importance of effective patient/provider communication.</p> <ul style="list-style-type: none"> • Program brought into MH by AACH who trained 8 providers who in turn will work to train 600 providers in the MH system. • The program can be further rolled out to nursing and other providers. • Program provides 7.5 hours of CME credits and is supported by the organization. • Relationship-Centered Communication: Improving Patient and Clinician Experiences, an 8-hour workshop for all MH Providers qualified by the American Communication in Healthcare will be implemented in May 2016, led by 8 MetroHealth trained providers. Sponsored by OPX and Medical Staff Office 	
PFA Advisory Council – Report on Activity	<p>Our Patient and Family Advisor Program (PFA) kicked off at the end of 2014. MH learned that many of our patients and families have critical insight and are very passionate about improving the experience at MetroHealth regardless of their experience. We soon realized that if we worked to include them on various committees and projects throughout the system we would benefit from their input.</p> <p><u>Program recognition</u></p> <ul style="list-style-type: none"> • PFA program featured on the Institute for Patient-and-Family Centered Care website. • Jennifer Lastic and Robert Smith, PhD to present at TeamSTEPPS National Conference <p>In 2016 the goals of the PFA program are to increase participation in Cancer Care, all emergency departments and Heart and Vascular Center.</p>	
Arts in Medicine – Update	<p>Areas of focus in 2016</p> <ul style="list-style-type: none"> • Participatory Arts • Visual art integration in health care environments • Integration with community development and public health. 	

Next Meeting: June 8, 2016; K-107; 10:00 a.m. - Noon