

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

Date: MONDAY, SEPTEMBER 12, 2016
Time: 8:00 am – 10:00 am
Place: Board Room- K107

AGENDA

I. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF THE PATIENT EXPERIENCE COMMITTEE – June 8, 2016

II. INFORMATION ITEMS

- a. Integration / Experience Navigators
Megan Bedo
- b. EMMI Update
Michelle Mencke
- c. Complaints/Grievances
Sara Laskey, MD
- d. Access
Jennifer Fragapane
- e. Scores – Updates and Review
Sara Laskey, MD / Katrina Dubovikova

III. NON-CONSENT/ACTION ITEMS

None

IV. CONSENT ITEMS

None