

EXECUTIVE/PERSONNEL COMMITTEE MEETING
BOARD OF TRUSTEES
THE METROHEALTH SYSTEM
December 7, 2016

Committee Members Present: Mr. McDonald, Mr. Monnolly, Dr. Silvers, Ms. Whiting

Additional Trustees Present: Ms. Dee, Rev. Minor, Mr. Moss, Mr. Schneider, Mr. Spain

Staff Present: Dr. Boutros, Mr. Lewis, Dr. Boulanger, Mr. Phillips, Mr. Richmond, Mr. Stern, Ms. Allen, Mr. Jones, Mr. Mayer, Ms. Carter, Ms. Platten

Mr. McDonald called the meeting to order at approximately 8:00 a.m.

The minutes for the meeting of September 14, 2016, were approved as submitted.

Contact Center/Access Update

Mr. Lewis and Dr. Boulanger provided an update on the Contact Center and the continuing efforts to improve patient access. Mr. Lewis started by reviewing the discussion at a recent Patient Experience Committee meeting and the difficulties discussed then. He then reviewed the numerous steps taken to improve performance particularly since the integration of Health Span. Mr. Lewis reviewed the benchmarks that had been established and the improvements in recent performance. Dr. Boulanger discussed the good work that Jennifer Fragapane was doing, and that she now had been paired with Dr. Hong. There also was discussion regarding other patient access initiatives including attention to improving online scheduling and MyChart.

Executive Session

Mr. McDonald indicated that the matters to be considered involved Trade Secrets. Upon unanimous roll call vote, the Committee went into Executive Session to discuss such matters.

At the end of Executive Session, the Committee reconvened the meeting in open session.

The meeting was adjourned at approximately 11:15 a.m.

Respectfully submitted,

Mr. Thomas M. McDonald
Chair