

EXECUTIVE/PERSONNEL COMMITTEE MEETING
BOARD OF TRUSTEES
THE METROHEALTH SYSTEM
May 10, 2017

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

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

Staff Present: Dr. Boutros, Mr. Lewis, Dr. Boulanger, Dr. Connors,
Mr. Phillips, Mr. Richmond, Ms. Platten, Mr. Stern

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

The minutes for the meeting of April 12, 2017, were approved as submitted.

Review of April Statistics and Volumes

Mr. Richmond reviewed the April Statistics and Volume metrics. He noted that discharges were slightly less than the prior year but were 10% ahead of Target and he also reviewed Observations, the Average Daily Census and Average Length of Stay. Mr. Richmond noted the Case Mix Index was slightly under Target and that Outpatient Volumes were under Target and prior year for Main Campus but were ahead of both for Other Sites, resulting in being 2% off Target but ahead of prior year in the aggregate. Mr. Richmond then responded to the Trustees' questions. Dr. Boulanger then reviewed and discussed certain volumes and discussed trends at Main Campus and other sites.

Service Line Update

Dr. Boulanger provided the Committee with an update on Service Lines and noted the consolidation of the Specialty Care and Heart and Vascular service lines. He indicated that Mr. Sukalac would continue as the Administrator and Dr. William Lewis would be the clinical lead of this new Specialty Care service line. Additional details concerning the organization and components of this consolidated Service Line were also reviewed, in addition to an update on physician recruitment for certain positions.

Update on Call Center Levels

Dr. Boulanger then provided the Committee with an update on the Network Service Center performance for call levels. He noted the service level had increased to almost 90% through mid-April and that the abandonment rate had dropped to less than 5%. Dr. Boulanger also noted additional information and developments regarding phone systems and calls as well as plans for the future. The MyMetro model also was reviewed.

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 9:30 a.m.

Respectfully submitted,

Mr. Thomas M. McDonald
Chair