

PATIENT EXPERIENCE BOARD OF TRUSTEES

DATE: JUNE 14, 2017

PLACE: K-107

CHAIR: MAUREEN DEE

CALLED TO ORDER: 10:08 A.M.

CHAIR: THOMAS M. MCDONALD

ADJOURNED: 11:55 A.M.

RECORDER: MJ CARTER

E Akram Boutros, MD, FACHE

Invited:

Presenter:

X Michael Stern

Terence Monnolly

X Patricia McClain

Dan Lewis

X Dr. J. B. Silvers

X Ed McFeaters

Bernard Boulanger

Charles H. Spain, Jr.

X Steve McGowan

X Sara Laskey, MD

Vanessa L. Whiting

E Melissa Kline

Mr. Mitchell C. Schneider

X John Moss

X Reverend Tony Minor

X Nabil Chehade, MD

X Laurel Domanski Diaz, PFA

X Patricia Morgan, PFA

X Johanna Hamm, PFA

TOPIC	DISCUSSION	ACTION ITEM/FOLLOW UP
Review of Minutes	Minutes from the March 8, 2017 meeting approved as written.	
Welcome Edison Bond, Jr.	Dr. Laskey introduced, Sr. Director Patient Experience, Edison Bond, Jr. to the OPX board of trustees.	
Food Services – Q&A	<p>The board had the opportunity sample new patient food items presented by Patricia McClain and Ed McFeaters. The presentation was in response to the board's request to sample items and offer information on possible improvements. An explanation of the food delivery system answered some of the committee's questions surrounding the freshness of the food items.</p> <p><u>Food services:</u></p> <ul style="list-style-type: none"> • Provides – 1700 meals per day • Services, Main campus, Prentiss Center and the Old Brooklyn Campus • Went from a 21-day menu to a 14-day menu • Provides special meals for religious requests 	

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	<p><u>Current changes to patient trays include:</u></p> <ul style="list-style-type: none"> • Eliminating unnecessary vessels and cups which had been hindering food temperature. • Eliminating the French toast item, which can become soggy, to waffles which include fresh fruit • Replacing white bread with wheat buns • Using handmade soups and sauces in the menu • Experimenting with baking cookie dough in the food delivery carts which can provide a warm cookie to our patients. 	
OPX Goals and Dashboard Update	<p>Ambulatory network patient experience recommend this practice scores year-to-date targets: minimum 89.7%, target 90.7% and stretch goals are set at 91.7%. Data analysis of surveys shows that 19 of our satellites and or clinics have reached our target goals of 90.7%. These 19 clinics represent 56% of all received surveys received.</p> <p>Of the 9 Express Care and Drug Mart sites only 1 location – Parma Heights, have reached the targeted percentage of 90.7% for patient experience, recommend this practice scores.</p> <p>Nurse communication scores, careful listening, courtesy and respect and patient education scores year-to-date are at 78.1% slightly under target of 81%</p>	
YTD Data Analysis – Complaints and Grievances	<p>Data on grievances presented to the board indicates MetroHealth is currently at a 29% response rate for resolution to initial patient grievance. We are targeting an 80% completion rate. MetroHealth is currently at 69% grievance resolution by the 28-day timeframe. Both 7-day and 30-day timeframes were established by The Centers for Medicare and Medicaid.</p> <p>Year-to-date complaints – 1,357</p> <ul style="list-style-type: none"> • 172 classified as grievances • 511 calls were for information, suggestions, and compliments <p>Based on year-to-date results, 2017 volume of complaints is expected to be lower than in the previous year, and volume grievances is expected to be higher.</p> <p>Complaints and grievances increases over the years reflect MetroHealth's system</p>	

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	expansion and patient population growth.	
One Metro Experience	<p>Presented by Sara Laskey, MD</p> <p>One Metro Experience is a program to educate staff and produce a consistent message throughout the system. Our patients will feel the same whether they visit the main campus, Drug Mart locations, or any of our 23 satellite locations. The goal would be to:</p> <ul style="list-style-type: none"> • Standardized Service • Improved customer interactions • Streamlined service related process • Engaged and inspired teams <p>Patient Experience has gathered and processed input from 10 focus groups or 108 attendees throughout the organization. We targeted patient facing populations, i.e., Pharmacy technicians, patient transport, logistics, trauma, social work, and food services.</p> <p>We asked patients: What an excellent patient experience looks like</p> <p>We asked staff: To define what it means for MetroHealth</p> <p>What we heard from staff: Welcoming patients’ looks like, making eye contact, smiling, and being attentive to our patients. We should show compassion, understanding your impact on our patients and taking responsibility.</p> <p>Next steps include selecting key processes for change, piloting new processes and expanding them throughout the organization.</p> <ul style="list-style-type: none"> • Thirty-minute live learning experiences • Peer learning/coaching • Do-it-yourself learning kits and guides • Videos • Train-the-trainer sessions 	

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	<ul style="list-style-type: none">• Open workshops• Social collaboration technology <p>Benefits will be seen in both short-term efficiencies and improvements, engagement and accountabilities. Additional benefits will be seen in long term patient and customer retention, decreased marketing costs and improved reputation.</p>	

Next Meeting: September 13, 2017; K-107; 10:00 a.m. - Noon