

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

Date: WEDNESDAY, DECEMBER 6, 2017  
Time: 10:00 am - Noon  
Place: Board Room- K107

**AGENDA**

**I. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF THE PATIENT EXPERIENCE COMMITTEE – September 13, 2017**

**II. INFORMATION ITEMS**

- a. Emmi Update  
*Michelle Mencke, Program Coordinator*
- b. Food Services Update  
*Patricia McClain, Director Food and Nutrition Services*
- c. OPX – Year in Review  
*Sara Laskey, MD*
- d. Data - OPX Year in Review Jan – Nov 2017  
Data - Complaints and Grievances – Jan – Oct 2017  
*Katrina Dubovikova, Data Analyst*

**III. NON-CONSENT/ACTION ITEMS**

None

**IV. CONSENT ITEMS**

None