

**THE METROHEALTH SYSTEM  
BOARD OF TRUSTEES  
JOINT MEETING  
QUALITY & SAFETY AND PATIENT EXPERIENCE**

DATE: November 13, 2019

TIME: 12:00 p.m.

PLACE: MetroHealth Medical Center  
Business Services Building  
Board Room K107

**AGENDA**

- I. **Approval of minutes of the joint meeting of the Quality & Safety and Patient Experience Committees – August 28, 2019**
  
- II. **INFORMATIONAL ITEMS**
  - A. This Is Me (Arts in Health) Linda Jackson
  - B. Care Variation Brook Watts, M.D.
  - C. System Goals Performance Seona Goerndt and Matthew Kaufmann
  - D. HCAHPS Seona Goerndt
  - E. 2020 Draft System Goals Seona Goerndt and Matthew Kaufmann
  
- III. **NON-CONSENT/ACTION ITEMS**

None
  
- IV. **CONSENT ITEMS**

None