

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

DATE: November 11, 2020

TIME: 12:00 pm.

COMMITTEE

TRUSTEES: Dr Silvers, Ms. Dee

STAFF: Dr. Boulanger, Ms. Seabold, Ms. McBride, Mr. Stern, Dr. Chehade, Mr. Sukalac, Ms. Goerndt, Ms. Kiedio, Mr. Kaufmann, Dr. Watts, Dr. Margolius, Dr. Stepnick, Dr. Lovich-Sapola, Ms. Mencke, Dr. Nemer, Mr. Moreno, Ms. Whiting and Ms. Greenberg

ABSENT: Dr. Boutros, Ms. Platten, Ms. Kline, Dr. Werner, Dr. Golob, Mr. Hurwitz, Ms. Kirk, Mr. Moss, Mr. Hairston, Mr. Monnolly

Dr. Silvers called the regular joint meeting of the Quality & Safety and Patient Experience Committee to order at 12:01 p.m.

I. Approval of Minutes – August 12, 2020

The minutes of the August 12, 2020 joint Quality & Safety and Patient Experience Committee were approved as presented.

II. INFORMATIONAL ITEMS

A. Patient Story - Ms. Goerndt

Ms. Goerndt stated this patient story is about many patients. MetroHealth partnered with the Cuyahoga County Board of Elections to create a path forward to provide our patients with the opportunity to vote while being in the hospital. Overall 32 patients, including six who were in isolation, were able to exercise their right to vote.

B. Introduction: Rev. Debra Dove – Ms. Goerndt

Ms. Goerndt stated that the Spiritual Care Department has been restructured to better represent the care in our hospital. Reverend Debra Dove will be the new Manager. She is an ACPE trained minister and chaplain with over 30 years of experience providing spiritual and emotional support to patients, families and staff in various hospital settings. She is highly skilled in cross-cultural communication and helps people utilize their spirituality as a critical component in the healing process.

C. Quality and Experience YTD Goals Performance – Ms. Goerndt & Mr. Kaufmann

Mr. Kaufmann stated there are eight different metrics. Influenza data is at 69% which is good. Colon screening is at 63%. Supplier for the FIT tests have run out and we are working on getting more kits. Diabetes is a challenge in the COVID era with patients getting hemoglobin A1C's. Work is being done with Population Health with the annual assessment to measure depression remission. Pediatric immunization has improved. Pediatric Lead Screening has been a challenge but making progress. Ms. Goerndt stated the composite measures are like the Quality measures. The top five measures have a one month lag due to patient response. Patient experience metrics are on target for outpatient clinics and emergency department. Due to COVID, outpatient surgery is below YTD but improved in July and August. The Star rating will not be updated for six months.

D. Education 2021! Update and Request for BOT Feedback - Ms. Mencke

Ms. Mencke stated the goal for Patient Education is to standardize system-wide patient education while maximizing electronic solutions. The primary activities include sharing current solutions, work toward standardization including ease of access and information sharing, monthly education sessions and internal networking to share solutions and best practices. Ms. Mencke stated we need to know what our best practices are and make sure we are coming from the same place with the same information to maximize what is already in place.

E. Inclusion, Diversity and Equity – Patient Focus Group – Ms. Goerndt

Ms. Goerndt stated the purpose for the Patient Focus Group is to include patient insight into the IDE Strategy that will drive a more inclusive and equitable care delivery model. The objective is to understand what is a positive versus negative experience from the lens of Black and Hispanic patients, identify and address processes that promote systemic racial inequities and identify tactical strategies in communication and interactions with patients in this population to increase positive experiences and feeling of equity in care.

III. NON-CONSENT/ACTION ITEMS

None

IV. CONSENT ITEMS

None

There being no further business to come before the committee, the meeting was adjourned at 1:20 p.m.

Respectfully,

J.B. Silvers, Ph.D.
Board of Trustees