

The MetroHealth System Board of Trustees

QUALITY, SAFETY AND EXPERIENCE COMMITTEE MEETING

Wednesday February 28, 2024

12:00 pm – 1:30 pm

In-person K107/Via Zoom

Meeting Minutes

Committee Members: E. Harry Walker, MD-I, Maureen Dee-I

Other Trustees: Inajo Davis Chappell-R, JB Silvers-R, Vanessa Whiting -R

Staff: Airica Steed, EdD, RN-I, Laura McBride-I, Amy Ray, MD-I, Maureen Sullivan, RN-I, Jennifer Lastic-I, Stacey Booker, RN-I, Nicole Rabic, RN-I, Ivan Berkel -I, Nabil Chehade, MD-I, Melissa Kline, DNP-I, Derrick Hollings-I, Julia Mason, RN-I, Donald Wiper, MD-I, Tamiyka Rose-I, Michelle Block-I, Natalie Joseph, MD-I, Corryn Firis-I, Barbara Kakiris-I, Christine Alexander, MD-R, Lynn Milliner, MD-R, William Lewis, MD-R, Joseph Frolik-R, Matthew Kaufmann-I, Nisrine Khazaal-I, Thomas Collins, MD-I, Patricia Gallagher-R, Brittany Valenzano-I

Guests:

Dr. Walker called the meeting to order at 12:00 pm.

The minutes are written in a format conforming to the printed meeting agenda for the convenience of correlation, recognizing that some of the items were discussed out of sequence.

I. Approval of Minutes

The minutes of the October 25, 2023, Quality, Safety, and Experience Committee meeting were approved as presented.

II. Information Items

Patient Video – Jennifer Lastic

Ms. Lastic presented a video of Mr. Calvin Bealer who has been a patient at MetroHealth since 2013. Mr. Bealer spoke of the excellent care he received with Dr. Berko his psychologist and Kerri Black a clinical dietician in Weight Management. He has learned to manage his mental health and chronic health conditions, giving Mr. Bealer back his confidence. He has been paying forward by volunteering at Metrohealth as a patient family advisor.

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Continuous Improvement and MetroWAY Forward Update– Ivan Berkel

Mr. Berkel began his presentation by reiterating our True North and the components that every employee has a voice and is listened to and every patient we touch will receive equitable, safe, and high-quality care.

Mr. Berkel went on to give an overview the MetroWAY *Forward* and what the Continuous Performance Improvement (CPI) team is going to focus on during 2024.

At the September 2023 leadership retreat there were five tactics that were agreed on to support this initiative. The first three focus on leader learning and listening. Focusing the mindsets, behaviors, and actions needed to create a culture of psychological safety. We agreed that we also need to extend our listening to talk with and engage the staff. The remaining two areas of focus are to standardize our approach to daily huddles and visual management and finally to standardize the way we problem solve as teams through rapid improvement events.

Daily huddles and visual management are the cornerstone of process improvement work. The five-minute huddles set the tone for the entire day and support teamwork.

Mr. Berkel also provided an update on the formation of the CPI team. In December 2023, the CPI team was formed and joined the Institute for Patient Centered Excellence. The CPI team will be working on the standardization of the rapid improvement events that are conducted. In 2023 the team worked on 38 projects to improve throughput, over 20 different workflows were mapped, and 12 process improvement events were conducted.

Dr. Walker then asked for a motion to move into executive session to discuss motion to move into executive session to discuss proprietary hospital trade secrets – as defined by ORC 1333.61, and to conference with the public body's attorney to discuss a pending or imminent court action. The motion was made by Dr. Walker and seconded by Ms. Chappell. Upon unanimous roll call vote, the Committee went into executive session to discuss such matters at 12:23 pm.

Following executive session, the meeting reconvened in open session at 1:33 pm.

There being no further business to bring before the Committee, the meeting was adjourned at approximately 1:34 pm.

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Amy Ray, M.D.
VP, Infection Prevention & Epidemiology