

# The MetroHealth System Board of Trustees

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## QUALITY, SAFETY AND EXPERIENCE COMMITTEE MEETING

Wednesday May 22, 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-I, Ronald Dziedzicki-I, John Corlett-I

**Staff:** Airica Steed, EdD, RN-I, Joseph Golob, MD-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, Tamiyka Rose-I, Corryn Firis-I, Barbara Kakiris-I, Christine Alexander, MD-I, William Lewis, MD-I, Matthew Kaufmann-I, Nisrine Khazaal-I, Patricia Gallagher-R, Brandon Carrico-I, Olusegun Ishmael, MD-I, Robert Bruce, MD-R, Jessica Pippen, MD-R, Christopher Briddell-R, Kathleen Rizer-R, Charles Modlin, MD-R,

**Guests:** Akram Boutros, MD-R, Tess Boutros-R

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 February 28, 2024, Quality, Safety, and Experience Committee meeting were approved as presented.

#### **II. Information Items**

##### **Patient Video – Jennifer Lastic**

Ms. Lastic presented a video of Ms. Che'tyra Lewis who became a MetroHealth patient in June 2023. Ms. Lewis spoke of her high-risk pregnancy journey and the excellent care she received from Dr. Gibson, Director of Maternal Fetal Medicine. Che'tyra's experience demonstrates how caregivers across the continuum of care ultimately made her and her partner Lewis feel seen and heard.

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## **Patient experience update – Maureen Sullivan and Jennifer Lastic**

Maureen Sullivan, VP of Patient Centered Excellence, began the presentation with an overview of MetroHealth's current patient experience CMS star rating. The first comparison is to local hospitals which MetroHealth is currently ranked at 3 out of 5-stars. The Cleveland Clinic received 4-stars and University Hospital achieved 3-stars. A second comparison was shown comparing MetroHealth to similar size safety net hospitals (Parkland Hospital in Dallas, TX and John H Stroger Jr Hospital in Chicago, IL). Parkland received 3-stars and John H. Stroger Jr received 2-stars.

The specific Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) ten inpatient metrics were reviewed. These demonstrate continued improvement in 2024. Ms. Sullivan then demonstrated a visual management dashboard being used on the inpatient units that includes real time patient experience survey results. The dashboard results are reviewed at the twice daily nursing huddles.

Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and Systems (OAS CAPHS) collects patient feedback from ambulatory surgery centers and is mandatory to report in 2024. The data reported will reflect June 2022-July 2023. This transparency motivates high performance and encourages patients to make informed decisions when selecting a facility for surgery.

Ms. Lastic, Director of Experience Excellence, concluded the patient experience update with the 30-day grievance resolution performance. The data demonstrates that 100% of grievances were closed within 30 days from May 2023 – May 2024.

## **Care Innovation and Community Improvement (CICIP) update - Brandon Carrico, Matthew Kauffman**

CICIP is a program administered by the Ohio Department of Medicaid (ODM) designed to improve outcomes for Medicaid patients. MetroHealth works collaboratively on performance improvement projects with the other program participants (The Ohio State University Wexner Medical Center, The University of Toledo Medical Center & University of Cincinnati Health), community partners, ODM, IPRO and the Medicaid Management Care Organizations. CICIP targets underserved areas of need allowing for innovative projects. ODM has contracted with IPRO to provide program evaluation to ensure participating health systems are meeting the expectations of the program.

Two CICIP measures have been incorporated into our System goals which are timeliness of prenatal care and postpartum care. MetroHealth continues to maximize performance on both measures for CICIP by measuring and understanding

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where health inequities exist and eliminating existing disparities while not decreasing the overall performance metrics.

Dr. Pippen, a MetroHealth OB/Gyn physician, continued the presentation on CICIP by describing the Healthy Birth Outcomes program. The objective is to have patients enter prenatal care by 12-13 weeks gestation and to complete postpartum visit within 7-84 days post-delivery by improving access and utilizing technology with patients in various settings. Decoupling the nurse and provider visit by having the RN complete the new OB intake via a video visit prior to the clinic appointment limits the time patients need to be present in the clinic on their first visit. This video visit helps with pregnancy risk stratification and sets the expectations for the provider visit prior to arrival.

Data has identified a disparity gap in care for Black patients compared to other races. The community health worker (CHW) team was identified as a group that could help bridge the gap since they are present at the three busiest OB clinics and are able to assist patients with their social needs. Internal data has shown improvement in perinatal outcomes since beginning the program. The CHW program continues to grow and one additional CHW has joined the team.

Postpartum visits are scheduled prior to discharge from the hospital. A patient that has missed at least one postpartum appointment is offered a video visit option after hours (5-7 pm). Video visits are a preferred option as this allows for more time spent on addressing questions without feeling rushed. Current stay at home mothers would like morning and afternoon times added as well.

### III. Recommendations/Resolutions

#### **A. Recommendation for Reaffirmation of Infection Prevention and Control**

**Leadership** – Dr. Golob presented the recommendation to reaffirm Dr. Amy Ray as Infection Prevention and Control Leadership. The committee unanimously approved the recommendation for full board approval.

Dr. Walker then asked for a motion to move into Executive Session to discuss hospital trade secrets – as defined by ORC 1333.61, to discuss quality information kept confidential by law, and to conference with the public body's attorney to discuss a pending or imminent court action. The motion was made by John Corlett and seconded by Maureen Dee. Upon unanimous roll call vote, the Committee went into executive session to discuss such matters at 1:00 pm.

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## IV. Executive Session

Return to open meeting.

Following the executive session, the meeting reconvened in open session at approximately 1:30 pm and Dr. Walker welcomed back the public via Zoom and those members of the public who remained in-person. We are now back on the record.

## V. Recommendation/Resolutions Approvals

A. Approval of Claim Settlement – Dr. Walker asked for a motion on the resolution for the approval of a Claim Settlement. The Committee unanimously approved the recommendation for full Board approval.

There being no further business to bring before the Committee, the meeting was adjourned at approximately 1:31 pm.

## THE METROHEALTH SYSTEM

Joseph Golob, MD  
EVP, Chief Quality and Safety Officer

## NEXT MEETING:

**Wednesday, August 28, 2024**

**12:00 pm – 1:30 pm**

MetroHealth Alfred Connors Jr., MD Learning Center  
Rammelkamp R170 or via Zoom