

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

Date: WEDNESDAY, MARCH 9, 2016  
Time: 10:00 am – Noon  
Place: Board Room- K107

**AGENDA**

**I. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF THE PATIENT EXPERIENCE COMMITTEE – December 15, 2015**

**II. INFORMATION ITEMS**

- a. Patient Retention as it Relates to Patient Experience  
*Sara Laskey, MD*
- b. 2015 Final Scores / Revised Scorecard Format  
*Katrina Dubovikova / Mary Linda Rivera*
- c. Physician/Relationship-Centered Communication  
*Dave Kuentz, MD*
- d. PFA Advisory council – Report on Activity  
*Jennifer Lastic*
- e. Arts in Medicine – Update  
*Linda Jackson*

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

None

**IV. CONSENT ITEMS**

None