

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

Date: WEDNESDAY, JUNE 8, 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 – March 9, 2016

II. INFORMATION ITEMS

- a. Scores – Updates and Review
Sara Laskey, MD / Katrina Dubovikova
- b. Survivor Recovery Services
Sarah Hendrickson
- c. Complaints and Grievances
Sara Laskey, MD
- d. Integration / Experience Navigators
Megan Bedo
- e. Integration of Patient Experience in Cancer Care
Volunteer Services, Arts in Medicine, Patient and Family Advisors
Sara Laskey, MD
- f. EMMI Update
Michelle Mencke

III. NON-CONSENT/ACTION ITEMS

None

IV. CONSENT ITEMS

None