

PATIENT EXPERIENCE BOARD OF TRUSTEES

DATE: MARCH 8, 2017
CHAIR: MAUREEN DEE
CHAIR: THOMAS M. McDONALD
RECORDER: MJ CARTER

PLACE: K-107
CALLED TO ORDER: 10:05 A.M.
ADJOURNED: 11:55 A.M.

E Akram Boutros, MD, FACHE
X Michael Stern
X Dan Lewis
E Bernard Boulanger
X Sara Laskey
E Melissa Kline
X John Moss
X Reverend Tony Minor
X Laurel Domanski Diaz, PFA
Patricia Morgan, PFA
Johanna Hamm, PFA

Invited:
Terence Monnolly
Dr. J. B. Silvers
Charles H. Spain, Jr.
Vanessa L. Whiting
Mr. Mitchell C. Schneider

Presenter:
X Daniel Rossbach
X Katrina Dubovikova

TOPIC	DISCUSSION	ACTION ITEM/FOLLOW UP
Review of Minutes	Minutes from the December 21, 2016, meeting approved as written.	
Pastoral Care Programs	<p>Dan Rossbach presented an overview of the Pastoral Care department.</p> <ul style="list-style-type: none"> • Pastoral Care hosts two annual events at MetroHealth, their Guest Speaker and Bereavement conferences. Notable speakers from previous conferences include Terry Anderson and Debbie Morris. • Pastoral Care drives the system-wide food drive, Hearts Against Hunger, which has contributed \$117,000 and 7 thousand pounds of food for Harvest for Hunger in the Cleveland area over the past three years. • The department has several outreach programs: <ul style="list-style-type: none"> ○ Perinatal Bereavement, Healing Hearts Funds which helps families with funeral expenses. ○ Semi-annual Remembrance Services ○ Teal for the Soul ○ Members of the Pastoral Care team hold Tai Chi classes for staff members. • The Pastoral Care department consists of five staff chaplains, a Catholic Priest (from the Cleveland Diocese) and Brother, and provides the hospital with PRN on-call staff. 	

TOPIC	DISCUSSION	ACTION ITEM/FOLLOW UP
<p>Survey Transition to National Research Corp and 2016 Summary</p>	<p>2016 Summary of Patient Experience Scores, presented by Katrina Dubovikova and Sara Laskey, MD</p> <p><u>Hospital Scores:</u></p> <ul style="list-style-type: none"> • Hospital patient experience scores in Q4 of 2016 continued to trend downward. • Potential contributing factor: shortage of nursing staff. • Due to a strong start in 2016, overall scores were higher than 2015 or remained at the 2015 threshold. <p>Nursing Communication Scores:</p> <ul style="list-style-type: none"> • Up 1.9% over 2015 <p>Physician Communication:</p> <ul style="list-style-type: none"> • Up 2.7% over 2015 <p>Patient Room Cleanliness</p> <ul style="list-style-type: none"> • Up 4.9% over 2015 <p>Patient Information for home recovery after hospital stay.</p> <ul style="list-style-type: none"> • Up 3.5% over 2015 <p><u>Ambulatory Patient Experience Scores:</u></p> <ul style="list-style-type: none"> • Q4 2016 Ambulatory network scores continued trending upward. • 2016 scores overall remained at the same thresholds as 2015. • The first half of 2016's downward trend is explained by the merger of Health Span patients into the system. <p><u>Critical Care Pavilion Impact:</u></p> <ul style="list-style-type: none"> • Dramatic improvement in scores, rankings among other hospitals, and trends • Some improvement in scores and rankings, i.e., nurse communication and likelihood to recommend. • No impact on doctor communication or pain management. • Decrease in scores and dramatic drop in rankings with discharge information domain and all discharge metrics. Trends continue downward. <p>National Research Corporation is providing the following surveys:</p> <ul style="list-style-type: none"> • Hospital Survey – We hope to gain a better understanding of the continuum of care in 2017. • Ambulatory Survey – No changes • Outpatient Ancillary Survey – The focus will be on, mammography, laboratory testing and physical therapy in 2017. • Emergency Department – Change for 2017; more focus of care coordination and inclusion of 	

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Continued - Survey Transition to National Research Corp and 2016 Summary	<p>patients and families into key care conversations.</p> <ul style="list-style-type: none"> • Inpatient Pediatrics. We hope to better understand continuum of care experience in 2017. • Neonatal Intensive Care. Will use the same questionnaire as Pediatrics uses currently with a critical care module. <p>In 2017 we will increase the number of surveys per provider with a quicker response time.</p>	
One Metro Experience	<p>Presented by Sara Laskey, MD</p> <p>One Metro Experience is a program to educate staff and produce a consistent message throughout the system. Our patients will feel the same whether they visit the main campus, Drug Mart locations, or any of our 23 satellite locations.</p> <ul style="list-style-type: none"> • A service promise between MetroHealth and the customer. A value promise that drives team behaviors and engagement which will generate customer loyalty. • Our service promise, we are caring people, caring for people. Every encounter an opportunity to welcome, to listen, to care. <p>One Metro Experience Vision:</p> <ul style="list-style-type: none"> • Standardized Service • Improved customer interactions • Streamlined service related processes • Engaged and inspired teams <p>Patient Experience will be working through the use of focus groups, to journey mapping and gathering patient and employee data on processes and feelings which will allow us to select key processes for change.</p> <p>Benefits will be seen in both short-term efficiencies and improvements, engagement and accountabilities. Additional benefits will be seen in long term patient and customer retention, decreased marketing costs and improved reputation.</p>	

Next Meeting: June 14, 2017; K-107; 10:00 a.m. - Noon