

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

Date: WEDNESDAY, JUNE 14, 2017
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 8, 2017

II. INFORMATION ITEMS

- a. Welcome – Edison Bond, Jr., Sr. Director Patient Experience
Sara Laskey, MD
- b. Food Services – Q&A
Ed McFeaters, Sr. Director, Support Services
Patricia McClain, Director, Food and Nutrition Services
- c. OPX Goals and Dashboard - Update
Sara Laskey, MD
- d. YTD Data Analysis – Complaints and Grievances
Sara Laskey, MD
- e. OneMetro Experience - Update
Sara Laskey, MD
- f. EMMI
Michelle Mencke, Program Coordinator

III. NON-CONSENT/ACTION ITEMS

None

IV. CONSENT ITEMS

None