

EXECUTIVE/PERSONNEL COMMITTEE MEETING  
BOARD OF TRUSTEES  
THE METROHEALTH SYSTEM  
July 12, 2017

Committee Members Present: Mr. McDonald, Dr. Silvers, Mr. Monnolly, Ms. Whiting

Additional Trustees Present: Mr. Schneider, Mr. Spain

Staff Present: Dr. Boutros, Mr. Lewis, Dr. Boulanger, Mr. Phillips,  
Mr. Richmond, Mr. Stern, Ms. Platten

Mr. McDonald called the meeting to order at 8:00 a.m.

The minutes for the meeting of June 14, 2017 were approved as submitted.

Update for MyMetro

Dr. Boulanger introduced Dr. Raymond Huang who provided an update on the MyMetro project. Dr. Huang reviewed the Call Center performance from a historical standpoint and noted the significant improvement in calls answered within 30 seconds and the abandonment rate. He also discussed other developments to come and responded to various questions from the Committee members. The Committee then engaged in a discussion of the importance of this performance and the associated undertakings as they would relate to industry developments focused on enhancing access and service including telemedicine activities.

Review Best in Class

Mr. Stern then made a presentation to the Committee concerning the “Best in Class” initiative, an undertaking designed to enhance the System’s capabilities and function as a learning organization. He reviewed the scope of this project indicating that approximately 240 individuals would receive training by September. Dr. Boutros then provided several additional comments on the importance of this initiative for the System noting that it is designed to enhance accountability and that it would also feature a resilience component.

Executive Session

Mr. McDonald indicated that the matters to be considered involved Trade Secrets and personnel matters including compensation. Upon unanimous roll call vote, the Committee went into Executive Session to discuss such matters.

At the end of Executive Session, the Committee reconvened the meeting in open session.

The meeting was adjourned at approximately 10:10 a.m.

Respectfully submitted,

Mr. Thomas M. McDonald  
Chair