

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

Date: WEDNESDAY, SEPTEMBER 13, 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 – June 14, 2017**

**II. INFORMATION ITEMS**

- a. Survivor Recovery Services – VOCA Update  
*Sarah Hendrickson, Manager Survivor Recovery Services*
- b. Welcome. Listen. Care. / OneMetro Experience - Update  
*Sara Laskey, MD*
- c. Data – Update on Strategic Goals/Inpatient and Outpatient  
*Sara Laskey, MD*
- d. Grievance Examples  
*Sara Laskey, MD*

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

None

**IV. CONSENT ITEMS**

None