

EXECUTIVE/PERSONNEL COMMITTEE MEETING
BOARD OF TRUSTEES
THE METROHEALTH SYSTEM
October 11, 2017

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

Additional Trustees Present: Ms. Dee, Rev. Minor, Mr. Moss, Mr. Spain

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

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

The minutes for the meeting of September 13, 2017 were approved as submitted.

Jennifer Esposito provided an update on My Metro, reviewing the history of Call Center performance and the improvements which were made in service levels. She noted that the Service Level had increased more than 80% and complaints had dropped dramatically. She and Dr. Ray Hong then provided a detailed review on a variety of metrics, including speed to answer, quality of service, productivity, and appointment volume. Ms. Esposito also indicated that service levels had dropped somewhat in August and September but have now recovered. They also discussed additional forward looking plans including the role of My Chart, online contacts and other potential enhancements and addressed questions from the Board members.

Executive Session

Mr. McDonald indicated that the matters to be considered involved Trade Secrets and Personnel matters. 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 9:45 a.m.

Respectfully submitted,

Mr. Thomas M. McDonald
Chair