

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

Date: WEDNESDAY, AUGUST 8, 2018  
Time: 10:00 am - Noon  
Place: Board Room- K107

**AGENDA**

**I. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF THE PATIENT EXPERIENCE COMMITTEE – May 9, 2018**

**II. INFORMATION ITEMS**

- a. Introductions / New Members  
*Brook Watts, MD, Chief Quality & Experience Officer*
- b. Overview of Patient Engagement and Experience Programs  
*Seona Goerndt, MBA, Director of Patient Experience*
- c. HCAHPS Overview & Key Touch Points in The Hospital Patient Experience  
*Katrina Dubovikova, Data Analyst Office of Patient Experience*
- d. Review 2018 YTD Grievance/Complaint Data  
*Michael Hansen, Supervisor Patient Relations, Office of Patient Experience*
- e. Review Language Access Data/Interpretive Services  
*Michelle Mencke, Program Supervisor, Office of Patient Experience*  
*Gudiel Rodriguez-Hernandez, Senior Interpreter*

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

None

**IV. CONSENT ITEMS**

None