

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

Date: WEDNESDAY, NOVEMBER 14, 2018
Time: 4:00pm – 5:30pm
Place: Board Room- K107

AGENDA

I. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF THE PATIENT EXPERIENCE COMMITTEE – August 8, 2018

II. INFORMATION ITEMS

- a. Patient Experience Story
Elizabeth Heller Allen, Senior Vice President, External Affairs
- b. Updated Structure for The Office of Patient Experience
Seona Goerndt, MBA, Director of Patient Experience, Office of Patient Experience
- c. Overview of the 2018 Patient Experience Consumer Report by The Beryl Institute
Seona Goerndt, MBA, Director of Patient Experience, Office of Patient Experience
- d. Welcome. Listen Care. Update
Jennifer Lastic, Supervisor, Office of Patient Experience
- e. Arts in Medicine
Linda Jackson, Director, Arts-in-Medicine, Office of Patient Experience
- f. Volunteer/Guest Services
Becky Moldaver, MPA, Director, Volunteer Services, Office of Patient Experience
- g. Patient and Family Advisor Update
Jennifer Lastic, Supervisor, Office of Patient Experience

III. NON-CONSENT/ACTION ITEMS

None

IV. CONSENT ITEMS

None