

THE METROHEALTH SYSTEM
BOARD OF TRUSTEES
LEGAL & GOVERNMENT RELATIONS COMMITTEE

March 13, 2019

Present: Committee Members: Thomas M. McDonald, Vanessa Whiting

Other Trustees: John M. Hairston, Jr., Dr. J.B. Silvers

Staff: Dr. Akram Boutros, Dr. Bernard Boulanger, Stacey Booker, Tracy Carter,
Dr. Joseph Golob, Bridget Jones, Melissa Kline, Laura McBride,
Michael Phillips, Jane Platten, Michael Stern, Craig Richmond,
Dr. Brook Watts

Guests: The Joint Commission
Mark G. Pelletier, R.N., M.S., Chief Operating Officer, Accreditation
and Certification Operations, and Chief Nursing Executive
Ana Pujols McKee, M.D., Executive Vice President and
Chief Medical Officer

The meeting was called to order at 12:30 p.m. by Ms. Whiting. The minutes are written in a format conforming to the printed meeting agenda for the convenience of correlation, recognizing that some of the items were discussed out of sequence.

- I. The Committee approved the minutes of the December 12, 2018 meeting.
- II. Consent Items (Acted upon following the discussion described below).
 1. Recommendation to the President and Chief Executive Officer of The MetroHealth System to Approve a Claim Settlement

After discussion with the Board, this Consent Item was tabled to be discussed in Executive Session and voted upon in Open Session at the end of the meeting.

III. Discussion Items

- Visit and Update from the Joint Commission – Dr. Brook Watts / Stacey Booker
 - Video, *Getting to Zero*
 - Guests from The Joint Commission
 - Chief Medical Officer, Ana Pujols McKee, MD
 - Chief Operating Officer, Mark G. Pelletier, RN, MS

The Committee welcomed Ms. McKee and Mr. Pelletier from The Joint Commission to MetroHealth. At the conclusion of the video preview, Mr. Pelletier stated it was an honor to visit at MetroHealth and appreciated the time spent attending rounds with nursing staff and congratulated everyone with the progress made at MetroHealth concerning preventable harms in the Patient Safety Scores; he then formally introduced himself as the Chief Operating Officer and the Chief Nurse Executive and stated he has

been with The Joint Commission for 11 years. Ms. McKee introduced herself as the Chief Medical Officer and expressed her inspiration on moving along the journey side by side with MetroHealth in developing policy theory, standards, and new rules, noting that Dr. Boutros and the staff at MetroHealth should be proud of the unique matters being undertaken such as seeing for herself the Emergency Department, Internal Medicine, and the emergency transport company communicating and working together. Dr. Boutros stated management is proud not only what the staff does daily revolving around quality and safety but the joy he experiences seeing that the staff goes above and beyond the compassion and care given to patients, so much so that the staff tries to outdo one another past the medical part of patient care. Dr. Boutros reported: MetroHealth reduced opioid prescribing by 50% in the last three years; MetroHealth has saved more lives over the last eight or nine years in Cuyahoga County through Project DAWN (Death Avoided With Naloxone); it is believed that MetroHealth is the first hospital in the nation to distribute pre-Naloxone kits to lay people; and the Office of Opioid Safety recently hired its 19th employee.

Mr. Pelletier reviewed with the Board of Trustees that they are not only accountable and responsible for the delivery of care throughout MetroHealth but, where best practices in strategy and finance used to be at the top in reports, quality is becoming the priority and the culture of safety within organizations are being discussed, noting it is important that staff feels comfortable speaking up when something is broken or being done wrong. Mr. Pelletier stated in attending rounds with Ms. Hannu going from unit to unit and watching the interaction of Ms. Kline and her team with the staff that he felt like it was a family within a community and it was clear staff felt comfortable speaking up using Concerned Uncomfortable Safety (CUS). Dr. Boutros stated that MetroHealth may be the only hospital in the nation where every employee has received TeamSTEPPS training in orientation; Dr. Golob added that not only does every employee receive TeamSTEPPS training, but MetroHealth has become a regional training center whereby people around the world come to MetroHealth to receive training and see firsthand how MetroHealth utilizes TeamSTEPPS.

Dr. McKee addressed the Board's role in overseeing safety and the oversight of challenging management as an integral part of the process. She quoted Gary Kaplan, Chairman/CEO of Virginia Mason Health System, stating, the board is the most under leveraged leader in health care, noting multiple practices that a board can adopt to approve and manage oversight over safety and the quality strategic plan of the organization. The last item she discussed was the Oro 2.0 High Reliability Organizational Assessment online tool designed to assist hospitals in evaluating the progress in attaining the goal of zero patient harm.

Due to the confidential nature of matters to be discussed, a motion was unanimously passed by roll call vote to go into Executive Session to discuss trade secrets and pending litigation.

- Government Relations Update – Tracy Carter

Ms. Carter discussed a variety of Government Relations initiatives, including the Frontline Alliance, blockchain and various additional federal, state and local matters.

- Risk Management Report/Annual Claims Update

Ms. McBride discussed pending litigation, information regarding MetroHealth claims, both current and historical, and a proposed claim settlement. She and members of the Committee also discussed various risks and Risk Management in general.

Following the Executive Session, the meeting reconvened in open session at approximately 1:55 p.m.

IV. Action Items

The Chair noted that the Chief Risk Officer had made a detailed presentation of the matter surrounding the settlement of Claim Identification No. 14-02-0913R. There being no further questions, the Board unanimously approved the settlement of Claim Identification No. 14-02-0913R.

There being no further business, the meeting adjourned at 2:00 p.m.

Respectfully submitted,

Michael Phillips
Senior Vice President and Chief Legal Officer