

**THE METROHEALTH SYSTEM
BOARD OF TRUSTEES
REGULAR MEETING
JOINT MEETING OF QUALITY & SAFETY AND
PATIENT EXPERIENCE**

DATE: May 8, 2019

TIME: 12:00 p.m.

PLACE: MetroHealth Medical Center
K107, Business Services Building

COMMITTEE TRUSTEES: Dr. Silvers, Mr. Moss, Mr. McDonald

STAFF: Dr. Boutros, Dr. Boulanger, Dr. Watts, Mr. Kaufmann, Ms. Platten, Mr. Stern, Mr. Sukalac, Ms. Kiedio, Dr. Mercer, Dr. Golob, Mr. Gutridge, Dr. Werner, Ms. Goerndt, Ms. Morgan, Ms. Hamm, Ms. Kline, Dr. Chehade, Ms. Weston, Ms. Abramov, Ms. Sedlacek, Ms. Serowski, Ms. Jackson, Ms. Booker, Ms. Khazaal, Ms. Moldaver, Ms. McBride

ABSENT: Ms. Dee, Mr. Hurwitz, Ms. Whiting, Dr. Nemer, Mr. Monnolly, Ms. Anderson, Mr. Blevins, Mr. Hairston, Jr.

Dr. Silvers called the regular meeting of the Joint Quality & Safety and Patient Experience Committees to Order at 12:01 p.m.

I. Approval of Minutes – February 13, 2019

The minutes of the February 13, 2019 Quality & Safety Committee Meeting were approved as presented.

The minutes of the Patient Experience Committee for February 13, 2019 were approved as presented.

- Approval of 2018 Patient Safety and Quality Report – Approved
- Approval of 2019 Patient Safety & Quality Report Plan – Approved

II. INFORMATIONAL ITEMS

A. Arts in Medicine – Linda Jackson

Ms. Jackson presented a description of the Arts in Medicine Program and the relationship with Social Determinants of Health. Highlights in Art and Music Therapy include patient artwork exhibit, education rounding, music group with Internal Medicine Residents and Art Therapy with Units 7B and 7C. There are four internships for music

therapy from CSU and Ohio University. The Visual Art Program had several art collection projects with upcoming projects for the Urban Community School in Medina and Bedford. Art Programming includes MetroMusic, performances by the Cleveland Ballet, monthly workshops and cultural celebrations. The ENDependence Project is in partnership with Cleveland Public Theatre. The target audience includes students, health care professionals, first responders, patients in recovery, their families, and the broader public. This production will be interactive with the audience and will promote awareness of the opioid crisis among the wider public, reduce the stigma of addiction and reflect on best practices for the health care field.

B. Patient Safety Week and Sers – Stacey Booker, RN

Ms. Booker gave an update on Patient Safety and Sers. The SER database defines expectations and workflow, educates key stakeholders and reviews hierarchies and locations. This will help standardize the process. She will have more data available in July.

C. FIT Testing Project – Nisrine Khazaal, RN and Virginia Serowski, RN

Ms. Khazaal stated that the Fecal Immunochemical Testing (FIT) Project originated out of Population Health. It has been a successful project that has improved colon screening. Colon screening is recommended for ages 50-75. FIT is a kit given to the patient annually to collect a stool sample and then return in a prepaid envelope to our lab. The advantages of FIT screening show a higher sensitivity for detection of colorectal cancer compared to the previous test used. It is the least invasive method and less expensive than Cologuard and a Colonoscopy. No preparation is required. No dietary restrictions are needed. Population Health implemented bulk future orders. MyChart will send users a message to schedule and pick up their kits. During Flu season patients seen for their immunization can also pick up their kits at that visit. Patients can also request their kit to be mailed to their home.

D. Volunteer Services – Becky Moldaver

Ms. Moldaver stated that Volunteer Services has had several program expansions. The Infant Comforter Program recruited, onboarded and trained 44 new Infant Comforter volunteers. The total number of volunteers is now at 120. The number of MetroHealth employee volunteers is 22. The volunteers provide nurturing support in the NICU daily from 6:30 a.m. to midnight. The No One Dies Alone (NODA) volunteers provide a reassuring presence at the bedside of dying patients who would otherwise be alone at the end of life. The NODA program will implement a new notification system utilizing improved technology by using a Slack app for notification and scheduling. The LGBTQ+ Patient Advocate Program was developed in collaboration with Case Western Reserve University. Upon request, volunteers will accompany patients to health care visits. The initial group of volunteers will be physician assistants and medical students. Ms. Moldaver mentioned some additional volunteer programs that will include a Reading Program in the NICU and Expansion of the concierge volunteers at main campus, which will escort patients and visitors to appointments and destinations. Hospitality Service will focus on public waiting areas, specifically Towers and Emergency Department entrances to help reduce clutter and trash, collaborate with Patient Transportation to initiate Lyft rides for patients, and engage in hospitality rounding.

E. The Leadership Rounding Program – Brook Watts, M.D.

Dr. Watts stated that the Leadership Rounding Program started last week on May 3rd. The purpose of Leadership Rounding is to build relationships, learn what is working and who has been helpful, identify process improvement areas, ensure chronic issues have been resolved and reward those who are following the standards and coach those who are not.

F. Patient Experience and Quality Institute Goals – Seona Goerndt and Matt Kaufmann

Ms. Goerndt stated that Patient Experience from March YTD is at stretch performance. Key tactics on how they will continue to achieve this will be discussed at the next meeting. Mr. Kaufmann went over adult primary care prevention measures, completion of childhood immunizations and healthcare onset C. diff infections. The metrics are used for ACO data not for STAR Ratings except for C.diff. Mr. Kaufmann stated that 2015 was the best year for C-Diff and we are beating that performance now.

III. NON-CONSENT/ACTION ITEMS

None

IV. COSENT ITEMS

None

There being no further business to come before the committees, the meeting was adjourned at 1:49 p.m.

Respectfully,

J.B. Silvers, Ph.D.
Board of Trustees