

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

DATE: August 28, 2019

TIME: 10:00 a.m.

PLACE: MetroHealth Medical Center
Business Services Building
Board Room K107

AGENDA

- I. **Approval of the minutes of the joint meeting of the Quality & Safety and Patient Experience Committees – May 8, 2019**

- II. **INFORMATIONAL ITEMS**
 - A. Failure Mode Effect Analysis Selection Matthew Kaufmann, RN
 - B. System Goals Performance Matthew Kaufmann, RN
 - C. CMS Payment Programs Matthew Kaufmann, RN
 - D. Patient Experience System Goal Performance Seona Goerndt
 - E. Patient Experience Regulatory Reporting Programs Seona Goerndt

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

None

- IV. **CONSENT ITEMS**

None