

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

DATE: November 13, 2019

TIME: 12:00 p.m.

**COMMITTEE
TRUSTEES:**

Dr. Silvers, Mr. McDonald, Ms. Whiting

STAFF:

Dr. Boulanger, Dr. Watts, Mr. Kaufmann, Mr. Stern, Mr. Sukalac, Ms. Dee, Dr. Mercer, Mr. Gutridge, Ms. Goerndt, Ms. Svoboda, Dr. Chehade, Ms. Weston, Dr. Nemer, Ms. Jackson, Ms. McBride and Ms. Abramov

ABSENT:

Dr. Boutros, Mr. Moss, Ms. Platten, Ms. Kiedio, Mr. Hurwitz, Dr. Golob, Dr. Werner, Ms. Morgan, Ms. Hamm, Ms. Kline, Mr. Monnolly, Ms. Anderson, Mr. Hairston and Mr. Moreno

Dr. Silvers called the regular joint meeting of the Quality & Safety and Patient Experience Committees to order at 12:06 p.m.

I. Approval of Minutes – August 28, 2019

The minutes of the August 28, 2019 joint Quality & Safety and Patient Experience Committees were approved as presented.

Ms. Goerndt read a letter from an 88-year-old patient who was grateful to the staff, music therapist and medical student that helped her while she was here.

Dr. Watts stated that it is the 20th year anniversary for the book “To Err is Human” which started the journey for Quality & Safety in healthcare. A copy of the book will be ordered and given to the board members at the next meeting.

II. INFORMATIONAL ITEMS

A. This is Me (Arts in Health) – Linda Jackson

Ms. Jackson distributed a clip art activity for the committee members to participate in. She asked them to draw a self-portrait and write a few adjectives about themselves. This is a system wide initiative. All will be collected and made into an art piece for the new hospital. Ms. Jackson also stated that Arts in Medicine has a new name. It will now be called Arts in Health. She described Arts in Health as a broad and growing academic discipline and field of practice dedicated to using the power of the arts to enhance human health and well-being.

B. Care Variation – Brook Watts, M.D.

Dr. Watts asked what does it mean to be a high-reliability organization? 1) Avoid catastrophes and 2) Sustained consistency. Care variation opportunities include:

- Appropriate versus inappropriate (unwarranted)
- Personalized versus standardized
- Co-production of health care – patient-centered isn't enough
- Implications of measurement – Clinical and Financial

Dr. Watts stated that our approach will leverage data and focus on best-practice system support with interdisciplinary teams, informatics, iterative development, audit and feedback/hardware sustainability.

C. System Goals Performance – Seona Goerndt and Matthew Kaufmann

Ms. Goerndt stated that year to date we continue to be at stretch performance. Inpatient leadership rounding has been successful and allows us to know what is going well and what is not. Ms. Goerndt stated that they will also be expanding leadership rounding to include our ambulatory care settings in 2020. Currently 17 employees have been certified with mental health first aid training for patients and families who have experienced trauma. Mr. Kaufmann stated we are performing well and making progress with PSI measures. He also presented the System Composite Goals for Adult and Pediatric Ambulatory Care and C. diff infections.

D. HCAHPS – Seona Goerndt

Ms. Goerndt stated that we have seen improvements in many dimensions. The star rating as of October 2019 is two stars. Survey of patient experience contributes to 22% to public star ratings and is updated quarterly. CMS Methodology includes patient mix adjustment and clustering after receiving data from the vendors, ensuring that the data is comparable between all participating hospitals. Timeline of publicly reported survey results is nine months behind current four quarters of reported data so as we move forward we will see improvement in the overall rating. Ms. Goerndt stated that we now have a single direct phone number for patients to call when they are discharged.

E. 2020 Draft System Goals – Seona Goerndt & Matthew Kaufmann

Ms. Goerndt stated the Patient Experience System Goals next steps include:

- Partner with informatics to identify options for standard benchmarked data that reflects operational impact on patient experience
- Establish baseline performance across all measures selected
- Request feedback from key stakeholders
- Request approval from Board for recommended Patient Experience System Goals

Mr. Kaufmann stated that like 2019 the System Quality Goals will cover three core areas of service:

- Adult Primary Care, Pediatrics and Acute Care Inpatient
- Composite scoring for multiple measures
- Targeted at key performance indicators (ACO, CMS, stars)

New for 2020:

- Shift in ACO measures for focus in needed areas
- Additional pediatric measure added
- Shift in infection prevention to prevent drift
- A total of 13 measures
- Total point range: 0-39

III. NON-CONSENT/ACTION ITEMS

None

IV. CONSENT ITEMS

None

There being no further business to come before the committees, the meeting was adjourned at 2:04 p.m.

Respectfully,

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