

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

DATE: February 12, 2020

TIME: 12:00 p.m.

COMMITTEE

TRUSTEES: Dr. Silvers, Ms. Dee

STAFF: Dr. Watts, Mr. Kaufmann, Ms. Kiedio, Dr. Mercer, Dr. Golob, Dr. Werner, Ms. Goerndt, Ms. Kline, Dr. Chehade, Dr. Nemer, Dr. Margolius, Ms. Seabold, Ms. McBride, Dr. Ray
Ms. Greenberg

ABSENT: Dr. Boutros, Dr. Boulanger, Ms. Platten, Mr. Stern, Mr. Sukalac, Mr. McDonald, Mr. Hurwitz, Ms. Whiting, Mr. Moreno, Ms. Lovich-Sapola, Mr. Monnolly, Ms. Anderson, Mr. Hairston

Dr. Silvers called the regular joint meeting of the Quality & Safety and Patient Experience Committees to order at 12:04 p.m.

I. Approval of Minutes – November 13, 2019

The minutes of the November 13, 2019 joint Quality & Safety and Patient Experience Committees were approved as presented.

II. INFORMATIONAL ITEMS

A. Coronavirus and Influenza System Preparedness - Amy Ray, M.D.

Dr. Ray and Dr. Watts attended a meeting with the Ohio Department of Health at the Cleveland Clinic on February 11th regarding the Coronavirus. The meeting highlighted the need to be at the forefront of this disease. The United States has confirmed 13 cases with 11 being travel related. Dr. Ray stated that new information regarding the coronavirus comes in daily and these numbers are expected to increase.

B. What is your “Why”? – Group Discussion

Ms. Goerndt stated that the Welcome, Listen, Care Program always starts off with questions. She asked committee members two questions for discussion. 1) Why did you join the MetroHealth Board of Trustees and 2) When we get to the end of 2020, what would a “successful” year for this committee look like to you?

C. 2019 System Goal Performance Review – Ms. Goerndt & Mr. Kaufmann

Ms. Goerndt stated that we maintained stretch level performance for the hospital and express care clinics, target level for outpatient clinics, and below threshold level for the Emergency Services. We are also at stretch level performance in the area of Patient Experience.

D. 2020 System Goals Review – Mr. Goerndt & Mr. Kaufmann

Mr. Kaufmann stated there are a lot of similarities with the system goals as 2019. The composite score is comprised of point summaries from the 8 areas and points are awarded to each area based on achieving threshold, target, or stretch performance ranges. Pediatric Lead Screening is new, and it offers us a new opportunity to help community.

E. 2020 “The Year of No Clutter” – Mr. Goerndt & Mr. Kaufmann

Mr. Kaufmann first discussed how we will get there. One tool to use is Lean 5S/6S. We will first sort and keep only what we need and remove expired/outdated materials, broken or redundant equipment, and determine tagged items to holding area for everyone to review. Items will be stored for easy access. Space will be cleaned to remove dirt and dust and should be a daily activity. Charts and checklists will be used to ensure completion/ownership.

Next steps include:

1. Identify common problem areas
2. Outline performance metrics

F. Safety Event Reporting

Due to time this was not discussed at this meeting.

G. Wayfinding Field Trip – Group Activity

Ms. Goerndt discussed the many unhelpful and incorrect signs in the hospital and how we will improve wayfinding at Main Campus. Phase I will include updating large overhead signs to create clear wayfinding paths to frequently asked locations. Smaller flag signs will be used to indicate departments along this path. They will remove incorrect or unnecessary overhead signs and remove incorrect signage on inpatient units. They will also create directories where needed, meet with system partners to explain the wayfinding plan, finish signage document with placement of signs, partner with signage vendor to determine best, most cost-efficient method to update signage, and approve and implement signage program. Phase II will work on the emergency entrance and Phase III will be the outpatient plaza. Dr. Watts invited anyone from the committee who would be interested after the meeting to walk around campus for a tour of what will be improved.

III. NON-CONSENT/ACTION ITEMS

None

IV. CONSENT ITEMS

- A. Recommendation to the Board of Trustees of The MetroHealth System for the Observance of National Nurses Week, May 6, 2020 through May 12, 2020

Board approved

There being no further business to come before the committees, the meeting was adjourned at 1:40 p.m.

Respectfully,

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