

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

DATE: November 11, 2020

TIME: 12:00 p.m.

PLACE: Virtual

AGENDA

I. Approval of minutes of the joint meeting of the Quality & Safety and Patient Experience Committee – August 12, 2020

II. INFORMATION ITEMS

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|---|------------------------------------|
| A. Patient Story | Seona Goerndt |
| B. Introduction: Rev. Debra Dove | Seona Goerndt |
| C. Quality and Experience YTD Goals Performance | Seona Goerndt and
Matt Kaufmann |
| D. Education 2021! Update and Request for BOT
Feedback | Michelle Mencke |
| E. Inclusion, Diversity and Equity
Patient Focus Group | Seona Goerndt |

III. NON-CONSENT/ACTION ITEMS

None

IV. CONSENT ITEMS

None