

The MetroHealth System Board of Trustees

FULL BOARD REGULAR MEETING

February 23, 2022

4:00 – 6:00 pm

Meeting held via Zoom

Meeting Minutes

Present: Ms. Inajo Davis Chappell, Ms. Maureen Dee, Mr. John Hairston, Mr. Robert Hurwitz, Mr. Terry Monnolly, Mr. John Moss, Dr. JB Silvers, Dr. E. Harry Walker, Ms. Vanessa Whiting

Staff: Dr. Jennifer Bailit, Dr. Bernard Boulanger, Dr. Akram Boutros, Ms. Kate Brown, Dr. Nabil Chehade, Mr. Walter Jones, Dr. Melissa Kline, Dr. William Lewis, Ms. Laura McBride, Mr. Alan Nevel, Dr. Christine Alexander Rager, Ms. Sonja Rajki, Mr. Craig Richmond, Mr. Michael Stern, Mr. Nicholas Sukalac, Ms. Cheryl Wahl, Dr. Brook Watts

Guests: Ms. Gail Long, Mr. Michael Phillips

Ms. Whiting called the meeting to order at 4:01 pm, in accordance with Section 339.02(K) of the Ohio Revised Code.

(The minutes are written in a format conforming to the printed meeting agenda for the convenience of correlation, recognizing that some of the items were discussed out of sequence.)

I. Approval of Minutes

The minutes of the January 26, 2022 Board Meeting were approved as submitted.

RESOLUTION NO. 19489

II. Consent Agenda

A. Governance Committee

- i. The Board unanimously approved a Policy Relative to Investments.

RESOLUTION NO. 19490

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B. Quality, Safety & Experience Committee

- i. The Board unanimously approved the Reaffirmation of its Commitments to Establish a Level III Adult Trauma Center at The MetroHealth Parma Medical Center

RESOLUTION NO. 19491

III. Committee Reports

- A. Audit & Compliance Committee, Ms. Dee, Chair
- B. Executive & Diversity Committee – Ms. Whiting, Chair – No meeting
- C. Facilities & Planning Committee – Mr. Monnolly, Chair
- D. Finance Committee, Mr. Moss, Chair
- E. Governance Committee, Ms. Chappell, Chair
- F. Quality, Safety & Experience Committee, Dr. Silvers, Chair

A written summary from each committee was included in the Board Book and there were no additional updates.

IV. President and CEO's Report

Dr. Boutros stated the President's Report was included in the Board Book. He welcomed Dr. Christine Alexander as the new president of the Medical Staff. She also serves as the Chair of Family Medicine.

Dr. Boutros also alerted the Board that we expect to come back in person for the March Board meeting. Attendance will be limited and a zoom link available.

V. Medical Staff Report

Dr. Christine Alexander, President of the Medical Staff, indicated the medical staff report was included in the Board Book with no additional updates. At the request of Dr. Alexander, Ms. Whiting asked for a motion and the Board unanimously approved the Medical Staff Providers Appointments, Reappointments and Actions for January 2022, as well as the Medical Executive Committee Minutes of January 14, 2022. **RESOLUTION NO. 19492**

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VI. Informational Items

A. Annual External Quality Ratings Update – Dr. Brook Watts, SVP Chief Quality & Safety Officer

Dr. Watts started her slide presentation with four main quality ratings which are all publicly reported. She provided an overview of the Leapfrog ratings and explained the changes in MetroHealth's ratings. She also reviewed the Centers for Medicare & Medicaid Services (CMS) Star Ratings and Value-based Purchasing programs. Currently MetroHealth has a 3-star rating. Dr. Watts reviewed the various rating areas and gave some explanation of why MetroHealth falls where it does in these categories and what we are working to improve. Dr. Watts also briefly reviewed the US News and World Report ranking – which she explained is based on reputation. MetroHealth is ranked #24 in the nation in Rehabilitation specialty. Dr. Watts concluded her presentation by reviewing the HealthGrades ratings which she explained as a subjective measure completed with limited transparency.

Dr. Watts also discussed the effects of the pandemic on Quality and Safety, including that, because of COVID, some benchmarking standards were delayed or suspended.

Dr. Boutros added that the quality and safety program at MetroHealth has progressed and informed the Board about the restructure with a Chief Quality Officer (CQO) for inpatient and another CQO for ambulatory. He added that while it is great to see we don't have to pay any penalties for quality issues, as some other hospitals do, we will continue working to improve.

Mr. Hairston asked about a reference to the teaching hospitals and Dr. Boutros clarified that MetroHealth performs in the top 10% of the teaching hospitals in the nation.

Dr. Silvers commented on his analysis of quality data as compared to other hospital systems. Dr. Silvers' bottom line is that MetroHealth does a great job with little to no statistical difference in quality ratings from other higher-ranking hospitals.

In response to Dr. Walker's question, Dr. Watts said we are watching the new handwashing recommendation closely to assess whether we need to invest in additional monitoring.

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B. Employee Engagement Survey Results – Cheryl Forino Wahl, SVP Chief Ethics & Compliance Officer

Ms. Wahl presented the Employee Engagement Survey that MetroHealth conducted in 2021. She explained that engaged employees perform better, and better performance leads to success and happy patients. This was the first of five years for this survey, serving as the baseline year. She explained the survey design and categories. We have paid particular attention to the drivers of pride in company. This was done because experts say that this driver is the most key to engagement.

She reviewed the benchmark from the database of all companies participating in the survey. The benchmark helped signal whether what we are seeing is normal or low/high on the spectrum. Along with the benchmarking, we have access to a detailed dashboard.

Ms. Wahl shared the top five most favorable items, further sharing the items where we are most above the benchmark. She reviewed the most unfavorable and where we will focus our response.

Ms. Wahl also shared the goals for increasing engagement over the next five years. Our goal is to achieve the 90% in engagement.

For the Pride in Company metric – Ms. Wahl talked further about comparing employees who are engaged, versus those who are not. The goal is to achieve the 90% in this category in five years.

Dr. Silvers asked if we know about the demographics of the respondents and whether we can separate them. Dr. Boutros affirmed that we have that information, but it is blinded, so we don't know who answered each.

Mr. Hairston asked how this affects our Diversity, Equity and Inclusion (DEI) objectives. Dr. Boutros said that we scored well on DEI areas. Ms. Wahl closed out by talking about the Net Promoter Scores and how we have opportunity in this area.

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Ms. Whiting indicated that all further matters to be considered at this meeting involved discussions of trade secrets, matters required to be kept confidential by law, personnel matters, as well as information subject to the attorney-client privilege. Upon unanimous roll call vote, the Board went into Executive Session to discuss such matters at 4:43 pm.

Following Executive Session, the meeting reconvened in open session, there being no further business to bring before the Board, the meeting was adjourned at 6:57 pm.

NEXT MEETING: **Wednesday, March 23, 2022 – 5:00-7:00 pm**
 MetroHealth Board Room (K-107) as well as via zoom

Respectfully submitted,

THE METROHEALTH SYSTEM

Vanessa Whiting, Chairperson

Akram Boutros, MD, FACHE
President and Chief Executive Officer