

The MetroHealth System Board of Trustees

QUALITY, SAFETY & EXPERIENCE COMMITTEE

February 9, 2022

Time: 12:00 – 2:00 pm

Meeting held via Zoom

Meeting Minutes

Committee Members Present: Vanessa Whiting, Dr. J.B. Silvers, Maureen Dee

Other Trustees Present: Inajo Davis Chappell, John Hairston, Dr. E. Harry Walker

Staff Present: Dr. Bernard Boulanger, Craig Richmond, Laura McBride, Dr. David Stepnick, Dr. Brook Watts, Nicholas Sukalac, Dr. Christine Alexander, Melissa Kline, Stacey Booker, Jennifer Lastic, Nisrine Khazaal, Dr. Joseph Golob, Kelly Seabold, Matthew Kaufmann, Dr. Michelle Nemer, Rev. Debra Dove, Ekaterina Dubovikova, Christina Wadsworth, Maureen Sullivan, Andrea Elliott, Dr. William Lewis, Dr. Jennifer Bailit, Michael Stern

Dr. Silvers called the meeting to order at 12:02 pm.

(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 November 10, 2021, Committee meeting were approved as submitted.

II. **Information Items**

Patient Story – Jennifer Lastic

Ms. Lastic stated that today's story was going to be a video. A Healthcare Appreciation Survey was sent out to patients, and they were asked if they would be willing to share notes of gratitude for the care they received. The video will air the week of February 14th



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Introduction of CQO-Inpatient and CQO-Ambulatory – Dr. Brook Watts

Dr. Watts stated that Dr. Joseph Golob has been appointed as the Chief Quality Officer for Inpatient Services and Matthew Kaufmann has been appointed as the Chief Quality Officer for Ambulatory Services.

Review of 2021 Year System Goal Performance – Matthew Kaufmann

Mr. Kaufmann stated that we are at stretch performance. Colorectal Cancer Screening finished strong as well as Influenza Immunizations. Pediatric Immunizations needs work, but Pediatric Lead Screening is up to 64%, which is an enormous feat. Diabetes will be discussed in the next presentation.

Celebrating Stretch! 2021 DM HbA1c Summary – Dr. Michelle Nemer

Dr. Nemer stated diabetes reached stretch performance and is now at 29%, which is a success. The 2021 initiatives helped with this success by having system workgroup and communication bi-weekly meetings with all departments working on diabetes management to coordinate and streamline care. Pharmacy Outreach started a Medical Management Telephonic Diabetes Program which is a nurse and pharmacist-based clinic to review diabetes dashboard lists, reach out to patients who are overdue for labs and review current labs. Bulk ordering was implemented for patients who have not had a hemoglobin A1c drawn for over a year and have had a prior diagnosis of diabetes with messages sent through MyChart and text message. Smart Set Finalization includes one stop shop for clinicians with diabetic management, referrals, labs and orders. Clinical Education includes system wide education that highlighted all resources available for care of patients with diabetes and clinical updates. The 2022 goals include continue system-wide work group, continue bulk orders, evaluate and streamline diabetic management orders and referrals, clinical survey, clinician education, patient facing Diabetes Website and inpatient to outpatient patient transitions.

Review of Finalized Goals for Current Year and Current Performance – Matthew Kaufmann and Dr. Joseph Golob

Mr. Kaufmann stated that there is a different set up this year with three ambulatory and one inpatient. The scoring is the same, but targets are set up by total EPIC customers. Measures chosen are colorectal, diabetes and pediatric immunizations. Measures worked on last year and changes starting this year put us in a good place, but the targets shift each month. CAUTI performance is based on observed infections. Nationally, CAUTI has seen an increase over the past two years.



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2022 System Goal Governance Structure – Matthew Kaufmann

Mr. Kaufmann highlighted ambulatory goal structures and the leaders who will work on them.

Review of Prior Year System OPX Goal Performance – Katrina Dukovikova

Ms. Dukovikova stated that year-end results are based on trends established in the second part of the year. Telemedicine scores dropped below threshold compared to 2021. All aspects of virtual care improved; however, patients expected more choice in seeing providers in person, some technical connectivity issues continued and volume of truly virtual connections via video remained lower than phone visits. Hospital cleanliness and Emergency Room cleanliness dropped below threshold. 30-Day grievance resolution exceeded stretch by 7%, maintaining 98% or above for the past five months. Prescription refill year-end on target, maintaining 89% or above in the past seven months.

Review of Finalized Goal and Strategy for 2022 – Jennifer Lastic

Ms. Lastic stated the 2022 goals will require extraordinary effort. The inpatient experience improvement initiative resulted in 3.5% increase in 2019, while 2020 was an outlier due to the pandemic disruption. In order to increase the score to 5.0-5.5% they will build upon the inpatient experience and engaging non-clinical help and improve hospitality, assist with communication and coordination by offering specialized clinical communication training and lean process improvement, bridge racial disparities by specialized trainings, prepare patients for coping and resilience after hospitalization through services like creative arts and spiritual care, and link the Emergency Department experience and hospital experience as the entry way to the System and the hospital.

Spiritual Care Overview – Rev. Debra Dove

Rev. Dove stated that the Spiritual Care Team has worked hard to incorporate the MetroHealth Star-IQ Values into their practice by focusing on the system's goals to foster an inclusive and equitable environment for patients, families and employees. The Spiritual Care Team created a space on main campus for Muslim employees to pray, improved staff education through the development of a paradigm to understand how religious practices impact health care decisions, began working with the Pride Clinic to support LGBTQ patients, started Spiritual Care Rounds, redesigned Spiritual Assessment in EPIC, provided education on the intersection of Palliative Care and Grief for community faith leaders through collaboration with the Institute of H.O.P.E. and partnered with Burn leadership and Ethics to develop BICU Spiritual Care Effectiveness Survey.



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III. Recommendation/Resolutions Approvals

- A. Recommendation to the President and Chief Executive Officer requests that the Board of Trustees of The MetroHealth System reaffirm its commitment to establish a Level III Adult Trauma Center at the MetroHealth Parma Medical Center according to the published standards and guidelines of the American College of Surgeons. Recommend to move forward and all were in favor. There were no further questions.

Dr. Silvers 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 Committee went into Executive Session to discuss such matters at 1:10 pm.

Following Executive Session, the meeting reconvened in open session at 1:27 pm.

There being no further business to bring before the Committee, the meeting was adjourned at approximately 1:31 pm.

Brook Watts, M.D., MS

Melissa Kline, RN, DNP

