

# The MetroHealth System Board of Trustees

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## QUALITY, SAFETY AND EXPERIENCE COMMITTEE

November 9, 2022

12:00 pm – 2:00 pm

MetroHealth Glick Center Conference Room AC2-311A or Via Zoom

### Meeting Minutes

**Committee Members Present:** JB Silvers, Ph.D., Vanessa Whiting, Maureen Dee, Harry Walker, M.D.

**Other Trustees Present:** Inajo Davis Chappell

**Staff Present:** Craig Richmond, Laura McBride, Brian Rentschler, Nicholas Sukalac, Stacey Booker, Jennifer Lastic, Joseph Golob, M.D., William Lewis, M.D., Jennifer Bailit, M.D., Regina Sawyer, Mehul Danawala, M.D., Nicole Rabic, Maureen Sullivan, Julia Mason, Nicole Bernardo

Dr. Silvers called the meeting to order at 12:09 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 August 10, 2022 Committee meeting were approved as submitted.

#### II. **Information Items**

##### **Patient Story – Jennifer Lastic**

Ms. Lastic stated that today's story will highlight the staff with the Glick move. A video was shown to committee members regarding the move. The move was completed in less than eight hours and overall a great experience for the patients and the staff that volunteered.



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## **Patient Experience System Goal Performance – Maureen Sullivan**

Ms. Sullivan stated that for the past two months they have been working on best practices and are moving in the right direction with the scores going up. Approximately 67% of the 2022 HCAHPS surveys have been received. Emergency and Inpatient Service Goals are at stretch performance. Provider and Compliance Goals are at stretch performance. Prescription refill turnaround is not where they want it to be and still working on some flow issues.

## **Experience Improvement Initiatives – Julia Mason**

Ms. Mason presented information regarding the likelihood to recommend hospital and emergency room along with the key drivers. Ms. Mason stated that they started to have the nurse managers round on 10 patients weekly and fix problems in real time. Welcome kits were given to the first patients in Glick.

## **Review of Quality System Goals – Nicole Rabic**

Ms. Rabic stated year-to-date we are at stretch performance. At the end of June there was a change in coding and the metrics for Diabetes had to remapped and they are waiting for the numbers to adjust. Colorectal is at stretch, pediatrics is on target and CAUTI is at stretch. The goals moving forward will stay the same.

## **Ambulatory Process Improvement Committees (APIC) – Regina Sawyer**

Ms. Sawyer stated the APIC (Ambulatory Process Improvement Committees) are centered around our Ambulatory Network locations. These teams provide a forum for front line staff, providers and leadership to improve operational processes. The committees are looking to brainstorming, Kaizen events, stakeholder feedback and surveying to identify project needs. The goals for APIC include: standardized processes throughout the Ambulatory Network; building knowledge, expertise and collaboration across all the sites and clinics; and improving patient, provider and staff experience. The committees include Express Care, Front End, Inbasket Management, Infusion, Medical Specialites, OB-GYN, Primary Care and Pediatrics, Surgery and Surgical Specialties. Staff can submit ideas to the committees by emailing [APICTeams@metrohealth.org](mailto:APICTeams@metrohealth.org).

## **TeamSTEPPS Update – Stacey Booker**

Ms. Booker stated that TeamSTEPPS started ten years ago in small pockets of the hospital and is now hospital wide. The program is based on more than 30 years of research and evidence. Team training programs have been shown to improve attitudes, increase knowledge, and improve behavioral skills. Patient, family and care teams are centered around leading teams, situation monitoring and

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communication. Ms. Booker stated that what is grounded in TeamSTEPPS is Star-IQ values. They did a 100-day workout-approved action plan with several action items approved. They were granted an FTE, which has been a great asset. Next steps include further training and re-dose programs with nursing, environmental services, and master trainers.

### III. Recommendation/Resolutions Approvals

None

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, 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 1:28 pm.

Following executive session, the meeting reconvened in open session at 1:58 pm.

There being no further business to bring before the Committee, the meeting was adjourned at approximately 1:59 pm.

Joseph Golob, M.D.  
Interim, Chief Quality Officer