



**BOARD OF DIRECTORS  
QUALITY & SAFETY COMMITTEE  
Meadow Lake Board Room  
September 28, 2016  
4:30 pm**

**A G E N D A**

1. Call to Order / Introductions Kip Costanzo
2. Review / Approve Past Minutes Kip Costanzo
  - a. May 25, 2015
3. Old Business  
None at this time
4. New Business Jim Coombs & Joan Dearmin
  - a. HCAHPS Update Joan Dearmin & Lois Kame
  - b. Patient Family Advisory Council Update Joan Dearmin & Bill Noel
  - c. Scorecard 2016 Joan Dearmin
  - d. Harm / Risk Events Joan Dearmin
  - e. Patient Safety Survey Joan Dearmin
  - f. Lean Joan Dearmin
  - g. M. Baldrige Award Awareness Joan Dearmin
5. Other Business
6. Adjournment