



**BOARD OF DIRECTORS
QUALITY & SAFETY COMMITTEE
Meadow Lake Board Room
February 3rd, 2021
4:30 pm**

A G E N D A

1. Call to Order / Introductions
2. Review Minutes from August Meeting
3. Department Presentations
4. Inspiring Story
5. COVID-19 Update
6. Organization Goals
7. Clinic Quality Update
8. Care Center Update
9. Other Business

10. Adjournment

Larry Sweeney
Committee
Denise Dion/Becca Schickling
Melissa Obuhanick
Melissa Obuhanick
Melissa Obuhanick
Kelly Hilgers/Bonnie Walsh
Chavien Paget
Open Discussion

Next Meeting: May 5th, 2021 4:30 pm

Todd Dunn, director of innovation, Intermountain Healthcare (Salt Lake City): "It's important for us to remember that empathy is the heartbeat of healthcare. When we innovate from an empathetic and a curious stance, we will do a much better job of innovating for people. It's my hope that we spend more time in an empathetic and curious stance and design for people, versus just designing for innovation."

**BOARD OF DIRECTORS
QUALITY & SAFETY COMMITTEE MEETING MINUTES
NOVEMBER 4, 2020**

AGENDA ITEM	DISCUSSION	RESOLUTION-FOLLOW-UP
<p>Call to Order / Introductions</p>	<p>Chair Mr. Larry Sweeney called the meeting to order at 4:33 p.m. in the Meadow Lake Board Room.</p> <p>Board members in attendance: Larry Sweeney, Sharon Raggio, Jay Rickstrew, & Raquel Mandizabel</p> <p>Community member in attendance: None (Sue Daley – excused)</p> <p>Staff in attendance: CEO Jim Coombs, CXO Kenda Spaulding, CFO Cris Bolin, Kelly Hilgers Admin Director of Clinics, CMO Dr. Kevin Coleman, Dr. Bonnie Walsh, Dr. Cole, Quality Manager Becca Schickling, Quality/Risk Manager Melissa Obuhanick, Merriya Stickler Compliance Director</p> <p>Guests: Jeff Wold Cardiopulmonary Director, Alex Ryan Imaging Services Director</p>	
<p>Minutes: February 2, 2019</p>	<p>The Quality & Safety Committee meeting minutes of August 5th, 2020, were unanimously approved as presented.</p>	
<p>Old Business</p>	<ul style="list-style-type: none"> • None at this time. 	
<p>New Business</p> <p>QAPI Focus: Cardiopulmonary Department- Jeff Wold</p>	<ul style="list-style-type: none"> • Safety Focus-EKG Times: Jeff and his team did a PDSA to reduce EKG times. Industry standard is to be less than 8 minutes. Changed process so that registration pages' therapist for anyone presenting with Chest Pain. Also focusing on medication scanning of patients. Currently at 72% and goal to reach 95% by Jan 2021. • Patient Experience Focus-New Cardiac Rehab program to open within hospital expansion project to serve both Cardiac and Pulmonary patients. Jeff has also created a Home O2 order set to help facilitate improved coverage of home O2 for patients that includes all necessary criteria for home O2 to be set up for patients. 	

<p>QAPI Focus: Imaging Services – Alex Ryan</p>	<p>Clinical/Financial Focus: New software called Epiphany. The new software allows physicians to access CP studies efficiently without manual papers being forwarded. Also now have sleep studies in house with dedicated staff.</p> <ul style="list-style-type: none"> Alex Ryan provided an overview of Quality initiatives in Diagnostic Imaging Department. For Safety the staff saw an increase in the number of wrong laterality orders. Encouraged staff to enter incidents to track and trend events to determine if it was a process or a people issue. Made some changes in Meditech to assist with ordering. Results of study showed 2 providers with greatest number of incorrect orders. Data was presented to those providers and have seen a significant decrease in wrong laterality orders. Hand-offs has been another focus for their departments, including night to day hand-off and morning huddles to identify any specific needs for the day. For Patient Experience/Satisfaction, they are looking at wait times and trust. At the 50th percentile (average) they look pretty good but are striving for achieving higher scores for meeting 75th percentile benchmark. For Financial/Clinical excellence, they upgrading several pieces of equipment including mammography, nuclear med camera and ultrasound machine. Staff participated in evaluating new equipment for purchase. This also was an aspect of employee engagement. Community wide scheduling going well and is appreciated.
<p>Hospital Safety/Quality- Melissa Obuhanick</p>	<ul style="list-style-type: none"> Melissa reviewed the updated Quality Assurance Performance Improvement Plan (QAPI) for 2021. Plan is basically the same. We are now having Directors drive their own PI in their departments. We have also added in the Board/CEO/Hospital Goals as a priority matrix. This includes ERAS, Patient Experience scores, Sepsis, and maintaining our 4 STAR rating. Melissa presented the Hospitalist scorecard which will help us track the data.
<p>Care Center - Kenda Spaulding</p>	<ul style="list-style-type: none"> Care Center had a mock survey which revealed some infection prevention deficiencies, including proper mask wearing and cross contamination potential. Regular testing of staff and residents occurring. Care Center opening on track for February. Working to help ensure a smooth transition of residents into the new care center.

<p>Clinic Quality - Kelly Hilgers</p>	<ul style="list-style-type: none"> • Have hired a clinic quality analyst – Chelsey Abrams. Great addition who knows clinic processes and can help steer clinics in good direction to meet quality measures. Dr. Vargas reached out to another Meditech hospital in Boston to assist in process improvement and Meditech optimization. • Looking at some enhanced reorganizing of clinics with Malinda West overseeing Quality and Denise Clough overseeing nurse care coordinators to get back to patient focused chronic disease management. 	
<p>Other Business</p>	<p>Care Giver spotlight: Dr. Coleman! Outstanding leadership through the COVID pandemic.!</p>	
<p>Adjournment: 5:54pm</p>		
<p>NEXT MEETING:</p>	<p>May 5, 2021 at 4:30pm in the Meadow Lake Board Room</p>	
	<p>Larry Sweeney, Chair</p>	<p>Becca Schickling Quality Assurance Manager</p>