



**Minutes of the Open Session of the
Quality, Patient Care and Patient Experience Committee
of the El Camino Hospital Board of Directors**

Monday, May 3, 2021

El Camino Hospital | 2500 Grant Road, Mountain View, CA 94040

Members Present

Julie Kliger, Chair**

George O. Ting, MD, Vice Chair**

Melora Simon**

Krutica Sharma, MD**

Michael Kan, MD**

Apurva Marfatia, MD**

Jack Po, MD**

Alyson Falwell**

Members Absent

Terrigal Burn, MD

****via teleconference**

Agenda Item	Comments/Discussion	Approvals/ Action
1. CALL TO ORDER/ ROLL CALL	The open session meeting of the Quality, Patient Care and Patient Experience Committee of El Camino Hospital (the "Committee") was called to order at 5:30 pm by Chair Kliger. A verbal roll call was taken. Terrigal Burn, MD, was absent. Dr. Ting and Dr. Kan were not present during roll call. All other members were present at roll call and participated telephonically. A quorum was present according to State of California Executive Orders N-25-20 dated March 12, 2020, and N-29-20 dated March 18, 2020.	
2. POTENTIAL CONFLICT OF INTEREST DISCLOSURES	Chair Kliger asked if any Committee members had a conflict of interest with any of the items on the agenda. No conflicts were reported.	
3. CONSENT CALENDAR	Chair Kliger asked if any Committee or public member would like to remove an item from the consent calendar. Motion: To approve the consent calendar: (a) Minutes of the Open Session of the Quality Committee Meeting (04/05/2021); For information: (b) Progress Against FY 2021 Committee Goals, (c) FY 2021 Enterprise Quality Dashboard, (d) Report on Board Actions, (e) Quality Committee Follow-Up Tracking, (f) Pacing Plan, and (g) Article of Interest. Movant: Sharma Second: Simon Ayes: Falwell, Kliger, Marfatia, Po, Sharma, Simon, & Ting Noes: None Abstentions: None Absent: Burn & Kan Recused: None	Consent Calendar approved
4. CHAIR'S REPORT	Chair Kliger did not report on the Chair's Report beyond what was submitted in the materials.	
5. PATIENT STORY	Cheryl Reinking, DNP, RN, NCA-BC, CNO, presented a patient's story from the Press Ganey survey and noted the this was regarding a mother who gave birth. The patients' expectations were not met as she experienced many issues and concerns, specifically a problem with the epidural. Overall, communication was the core of the patient's concerns. Ms. Reinking stated that the physicians' followed up with the patient to address her concerns.	

	<p>In response to a committee member's question, the service provided for new mothers includes a pre-education program that some new mothers do not take advantage of attending.</p> <p><i>*Dr. Kan joined the meeting during the Patient Story.</i></p>	
<p>6. PROPOSED FY22 STRATEGIC GOALS</p>	<p>Mark Adams, MD, CMO, presented the FY 2022 Strategic Goals and stated there had been more iterations to the goals presented in the packet. Dr. Adams requested the Committee to recommend the FY 2022 goals for board approval. He further noted that he would be taking the SEPSIS as a personal goal and would not be included in the strategic goals.</p> <p>In response to committee members' questions, Dr. Adams stated that the SEPSIS goal would be one of his incentive goals. Ms. Reinking noted that she would be taking the Responsiveness domain as her incentive goal.</p> <p>Motion: To approve the Proposed FY 2022 Strategic Goals and recommend to the Board for approval.</p> <p>Movant: Sharma Second: Falwell Ayes: Falwell, Kan, Kliger, Marfatia, Po, Sharma, Simon, & Ting Noes: None Abstentions: None Absent: Burn Recused: None</p>	<p><i>FY22 Strategic Goals approved for Board Recommendation</i></p>
<p>7. PROPOSED FY22 PACING PLAN</p>	<p>Mark Adams, MD, CMO, presented the FY22 Pacing Plan and suggested deferring some of the items to the consent calendar to allow additional discussion topics paced throughout the year. Chair Kliger agreed with Dr. Adams' recommendation.</p> <p>Motion: To approve the Proposed FY 2022 Pacing Plan and to recommend to the Board.</p> <p>Movant: Ting Second: Sharma Ayes: Falwell, Kan, Kliger, Marfatia, Po, Sharma, Simon, & Ting Noes: None Abstentions: None Absent: Burn Recused: None</p>	<p><i>FY22 Pacing Plan approved</i></p>
<p>8. EL CAMINO HEALTH MEDICAL NETWORK REPORT</p>	<p>Vince Manoogian, ECHMN Interim President, presented the El Camino Medical Network Report and highlighted the following:</p> <ul style="list-style-type: none"> • The results show a slight decrease but still a score well above the target. Management has been on top of this report to make sure that the score is on target. • CMS would do the final MIPS calculation. Mr. Manoogian predicts a score of 85%, which would put ECH at the exceptional bonus level. • The quality committee and credentialing Committee at ECHMN have grown with one representative from each site. <p>In response to committee members' questions, Dr. Adams stated that HEDIS was based on the internal measure for all patients and all payors for this report. Mr. Manoogian noted that most of the targets are set on a national level and are assessed at where ECHMN would want to be with each target.</p>	

	Dr. Ting suggested that the Committee should get more than a quarterly ECHMN report. In response to Mr. Ting's suggestion, Ms. Kliger stated that there are levels of governance required to be followed, and requests like this need board-level approval. Chair Kliger suggested additional data quarterly to see high and low-performance months and the variations of those months.	
9. QUARTERLY BOARD QUALITY DASHBOARD REPORT	Dr. Adams presented the Quarterly Board Quality Dashboard Report and noted that patients continue to delay care and are coming in later on during their concerns. Nevertheless, all patients are tested before being admitted to the ED, and the data has improved since the last report.	
10. PUBLIC COMMUNICATION	There was no public communication.	
11. ADJOURN TO CLOSED SESSION	<p>Motion: To adjourn to closed session at 7:01 pm.</p> <p>Movant: Ting</p> <p>Second: Po</p> <p>Ayes: Falwell, Kan, Kliger, Marfatia, Po, Sharma, Simon, & Ting</p> <p>Noes: None</p> <p>Abstentions: None</p> <p>Absent: Burn</p> <p>Recused: None</p>	<i>Adjourned to closed session at 7:01 pm</i>
12. AGENDA ITEM 18: RECONVENE OPEN SESSION/ REPORT OUT	Open session was reconvened at 7:31 pm. Agenda items 12-17 were covered in the closed session. During the closed session, the Committee approved the consent calendar: Minutes of the Closed Session of the Quality Committee (04/05/2021), Quality Council Minutes, and Medical Staff Credentialing and Privileges Report.	
13. AGENDA ITEM 19: CLOSING WRAP UP	None.	
14. AGENDA ITEM 20: ADJOURNMENT	<p>Motion: To adjourn at 7:32 pm.</p> <p>Movant: Sharma</p> <p>Second: Simon</p> <p>Ayes: Falwell, Kan, Kliger, Marfatia, Po, Sharma, Simon, & Ting</p> <p>Noes: None</p> <p>Abstentions: None</p> <p>Absent: Burn</p> <p>Recused: None</p>	<i>Meeting adjourned at 7:32 pm</i>

Attest as to the approval of the foregoing minutes by the Quality, Patient Care and Patient Experience Committee of El Camino Hospital:

DocuSigned by:
Julie Kliger


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Julie Kliger, MPA, BSN
Chair, Quality Committee