



**Minutes of the Open Session of the
Quality, Patient Care and Patient Experience Committee
of the El Camino Hospital Board of Directors
Tuesday, September 7, 2021**

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

Members Present

Julie Kliger, MD, Chair
Carol Somersille, MD
Jack Po, MD
Alyson Falwell
Krutica Sharma, MD
Melora Simon
Apurva Marfatia, MD
Michael Kan, MD

Members Absent

George O. Ting, MD, Vice Chair
Terrigal Burn, MD
Caroline Currie


Others Present

Mark Adams MD, CMO
Shreyas Mallur, MD
Dan Woods, CEO
Jim Griffith, COO
Cheryl Reinking, CNO
Christine Cunningham, Exec. Dir. Patient
Exp. & Perf Imp.
Shiraz Ali, Dir of CEO Office

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 5:33pm by Chair, Julie Kliger. A verbal roll call was taken. Dr. Ting, Dr. Burn and Ms. Currie were not present during roll call. All other members were present at roll call and participated in-person or telephonically. A quorum was present pursuant 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	<p>Chair, Kliger asked if any members of the Committee or the public wished to remove an item from the consent calendar. No items were removed, however, there was one correction, FY 2022 Enterprise Quality Dashboard should be changed to FY 2021 Enterprise Quality Dashboard.</p> <p>Motion: To approve the consent calendar. (a) Minutes of the Open Session of the Quality, Patient Care and Patient Experience Committee Meeting (09/07/2021); For information: (b) FY 2021 Enterprise Quality Dashboard, (c) Report on Board Actions and (d) Article of Interest</p> <p>Movant: Po Second: Kan Ayes: Kliger, Kan, Marfatia, Po, Sharma, Somersille, Falwell, Simone Noes: None Abstain: None Absent: Burn, Ting, Currie Recused: None</p>	<i>Consent Calendar approved</i>
4. CHAIR’S REPORT	The request to have a really useful Pacing Plan continues to come to the forefront. Dr. Adams is continuously thinning out the Pacing Plan, in an effort, to make room on the agenda for discussions and interactive conversations. There have been a number of topics raised over the years, as well as, reflected in the minutes and committee conversations. Some of the topics include the following: broader discussions on Health Equity as it relates to Quality measured outcomes; ways to	

	improve thinking through ambulatory care; ways to bring forward the voice of the patient; patient experience; ambulatory performance improvement; and, deeper dive into protocols, as well as, involving physicians (positive and negative inquiry); how patients in the community are getting care (access); and annual employee physician survey (how results are trending) culture of safety.	
5. PATIENT STORY	Cheryl Reinking, provided a story from an email received in the Patient Experience Department from a new mom. This was a follow-up from a few months ago as it relates to a new mom who had some concerns around lactation support that she received. Since then, there has been much education with all staff to teach them more principles related to lactation. The email from the mom addressed how pleased she was with a particular Nurse (Kitty) who helped transfer her son in Mother Baby over to NICU after oxygen saturations dropped. Nurse Kitty continued to teach this mom about breast feeding and was able to instill confidence by giving her the tools and techniques. She was also pleased with the Labor and Delivery nurse and mentioned this experience was one she would cherish forever.	
6. PATIENT EXPERIENCE (HCAHPS)	<p>The Patient Experience Executive Director, Christine Cunningham, provided a comprehensive overview of the Patient Experience, what we are working on and, what we are planning in the future as well as the expectations of patients and how those expectations have changed over the years. Christine discussed one of the ways of measuring performance by looking at HCAHPS scores. Over the last year, in spite of ups and downs with Covid, the LTR scores continue to outperform both California and the national averages. Although the scores are from Press Ganey customers only, the database in California consist of approximately 300 hospitals, and nationwide about 4,000 hospitals. The Mother/Baby Unit had a small dip last October, pre-surge, but continue to outperform California and national. The ED over the last year was able to increase their percentile ranking and continues to outperform national averages.</p> <p>For FY22 there will be some journey mapping, working across the continuum, and making sure our patients know what to do when they leave the hospital. Integrating the voice of the patient is very important.</p>	
7. PUBLIC COMMUNICATIONS	There was no public communication.	
8. ADJOURN TO CLOSED SESSION	<p>Motion: To adjourn to closed session at <u>6:32pm</u>.</p> <p>Movant: Po</p> <p>Second: Falwell</p> <p>Ayes: Kliger, Kan, Marfatia, Po, Sharma, Somersille, Falwell, Simone</p> <p>Noes: None</p> <p>Abstain: None</p> <p>Absent: Burn, Ting, Currie</p> <p>Recused: None</p>	<i>Adjourned to closed session at 6:32pm</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:

 72007F50D0F24A4...
 Julie Kliger, MPA, BSN
 Chair, Quality, Patient Care and Patient Experience Committee

Prepared by: Audrey Davis-Sehon, Executive Assistant, Administrative Services