

QSPE COMMITTEE MEETING MINUTES – 06/05/20

Monday, January 27, 2020

13685 Doctors Way, Suite 190 Boardroom

Fort Myers, FL 33912

MEMBERS PRESENT

Therese Everly, BS, RRT, Board Vice Chair, Committee Chair

Stephen Brown, MD, Board Member

Sanford Cohen, MD, Board Member

Stephanie Meyer, RN, BSN Board Member

Asif Azam, MD, Physician Member

Eric Eason, DO, Physician Member

Larry Hobbs, DO, Physician Member

Keri Mason, MD, Physician Member

Scott Nygaard, MD, Chief Operating Officer and Committee Sponsor

MEMBERS ABSENT: None

ALSO PRESENT

Larry Antonucci, MD, Kathy Bridge-Liles, John Chomeau, Alex Daneshmand, DO, Kris Fay, Jim Humphrey, David Klein, Marilyn Kole, MD, Cora Murphy, Tracy Pyles, Lisa Sgarlata, Barbara Shearer, Diane Smith, Marcelo Zottolo

The QSPE Committee Meeting was called to order at 8.35 a.m. by Therese Everly, Board Vice Chair, Committee Chair.

PUBLIC INPUT STATEMENT

Therese Everly read the Public Input statement.

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Therese Everly asked for approval of the October 31, 2019 Quality, Safety, & Patient Experience Committee (QSPE) meeting minutes.

A motion was made by Larry Hobbs, MD, to approve the Oct 31, 2019 QSPE meeting minutes. The motion was seconded by Eric Eason, DO and carried with no opposition.

QUALITY, SAFETY & PATIENT EXPERIENCE PRESENTATIONS

Performance Oversight and System Strategic Scorecard – Dr. Scott Nygaard reviewed the system performance against the 2020 System Strategic scorecard and plans to address performance. Medical Staff Report – Dr. Eric Eason, GCHSWF, gave a report on a work group benchmarking against a national program, The Solutions for Patient Safety (SPS). He presented the quality information they are sharing with their patients about the cardiac care provided by the Pediatric Cardiology team; the information has been well received. *Dr. Eason to report findings back to QSPE committee Date: TBD*

Steve Brown, MD arrived at 8:42 AM

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Readmission Update – John Chomeau and Dr. Marilyn Kole provided information on readmissions and 90-day plan. Dr. Kole is now assuming responsibility for the readmissions work across the system in collaboration with Lisa Sgarlata. Discussion ensued on the data which shows approximately 86,000 Medicare Fee for Service patients with no identifiable primary care physician upon discharge which continues to be a challenge. They are moving towards a focused and coordinated approach to drive performance improvement in targeting unmanaged patients.

Mitko Badov, MD arrived at 9:13 AM

ExceptionalLee Patient Experience and Engagement – Lisa Sgarlata presented an update of the ExceptionalLee Pt Experience-Likelihood to Recommend goal, 2020 strategy and action plans. A discussion ensued on how to cascade this information to the medical staff. The MECs have asked Lisa for education and information about the Patient Experience and she is working on a program to present at each MEC.

Patient access is being addressed by Kris Fay and reviewed one strategy in the call center that is underway.

Florida Sterling Site Visit Update – Dr. Alex Daneshmand provided an update on the site visit that is occurring this week, January 27-31, 2020. There are 13 examiners who will be conducting 175 interviews to assess gaps in our current operating model and will provide feedback to help us move forward towards pursuing operational excellence.

CMS Star Ratings Update – Marcello Zottolo presented the current CMS results; GCMC advanced to 4 stars and CCH/LMH/HPMC remains at 3 stars. There will only be one report this year as CMS retooled the Star ranking program. Improvement opportunities at each campus was presented and discussed. Dyads are meeting with Dr. Daneshmand to discuss strategy including cascading information to the front line staff on the importance they play.

Sanford Cohen, MD arrived at 10:10 AM

Ambulatory Quality & Safety Scorecard Build – Kris Fay and Marcello Zottolo overviewed the LPG Leadership dashboards that supports operations. The dashboard focuses on access issues as this has been identified as a key driver for quality. This allows leaders to have reliable and consistent data produced and reported in a consistent manner to support their areas. Discussions ensued; MIPS will be reported to committee at a future date. *Kris Fay MIPS report Date: TBD*

Accomplishments of FY2019 – Dr. Alex Daneshmand reviewed the 2019 accomplishments.

MEETING EVALUATION

Dr. Mason was pleased to hear that Dr. Marilyn Kole is now responsible for readmission and looking forward to seeing the changes she will bring forth. Dr. Eason will take the feedback and system challenges back to his MEC for their input. He also requested Solutions for Patient Safety (SPS) be added to Quality dashboard for GCHSWFL. Stephanie Myers thanked the physicians for taking time to come to the meeting and the value they provide. Dr. Hobbs thanked the board for given the physicians a voice at the table and discussed the ED boarding issues and patient satisfaction. Dr. Azam reported on LMH MEC work on improving patient experience. Dr. Badov felt the physician Patient Experience education will be beneficial. Dr. Brown expressed disappointment that the Board was not involved in the Sterling interviews, discussed technology access issues

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with the older population, and suggested a new committee start time; because it will impact patients the start time will not change. Dr. Cohen shared his observations and comments from community members about their excellent experiences. Therese Everly thanked everyone for their contributions and asked Dr. Larry Antonucci, President & CEO, Lee Health to share. Dr. Antonucci thanked everyone, especially the physicians who have taken time out of their busy schedules, for their input and participation. Board Counsel Jim Humphrey reviewed language with the Committee from the Enabling Act regarding the Board's authority to establish a medical staff. Therese Everly requested that Mary McGillicuddy and Tracy Pyles provide a presentation at the next Committee meeting on the 3-legged stool concept and coordination of the Board, Administration and the Medical Staff. Dr. Scott Nygaard thanked everyone for their input and information from this meeting is taken seriously by leadership to effect change.

Provide short presentation 3-legged stool governance structure. *Mary McGillicuddy and Tracy Pyles*
April 16, 2020

NEXT REGULAR MEETING

The next meeting will be held on April 16, 2020 at 9:00 a.m.
Gulf Coast Medical Center, Medical Office Building, Boardroom, 13685 Doctors Way, Fort Myers, FL 33912

ADJOURNMENT

The QSPE Committee Meeting was adjourned at 10:58 a.m. by Therese Everly, Committee Chair.
Minutes were recorded by Denise Sentner, Assistant to Chief Operating Officer

Signed by: **Therese Everly**
Date: **6/5/20**