

## **QSPE COMMITTEE MEETING MINUTES – 06/05/20**

QUALITY, SAFETY & PATIENT EXPERIENCE (QSPE) COMMITTEE MEETING MINUTES

Friday, June 5, 2020

Teleconference: 1-415-655-0002, Access Code 479 493 525

### 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

Orlando Escarcega, MD, Physician Member

The QSPE Committee Meeting was called to order at 8.30 a.m. by Therese Everly, Board Vice Chair, Committee Chair.

### WELCOME FROM COMMITTEE CHAIR

Consistent with the mandates of the Center for Disease Control and Prevention regarding social distancing and the Governor's Executive Order 20-69 authorizing the utilization of telephonic conferencing for public meetings, Therese Everly, QSPE Chairman shared we are conducting the June 5, 2020 Quality, Safety, Patient Experience Committee meeting telephonically. She welcomed everyone to the committee meeting and provided some points of order to facilitate the use of technology and then proceeded to conduct a verbal rollcall of the QSPE Committee members present. She recognized Dr. Escarcega as a new member of our committee and thanked Dr. Badoy for his service on the committee this past year and wish him well in his changed role with Lee Health.

### PUBLIC INPUT STATEMENT

Therese Everly read the Public Input statement.

### QSPE COMMITTEE MEETING MINUTES

Therese Everly asked for approval of the January 27, 2020 Quality, Safety, & Patient Experience Committee (QSPE) meeting minutes.

**A motion was made by Stephanie Meyer to approve the January 27, 2020 QSPE meeting minutes. The motion was seconded by Dr. Larry Hobbs and carried with no opposition.**

### COVID-19 UPDATE

Dr. Scott Nygaard gave an overview of COVID-19 showing the system dashboard that is monitored regularly. As the county reopens there is a slight rise in the number of cases and an increase in the conversion rate from 8.3% to 9.5%. This trend needs to continue to be monitored. Dr. Eric Eason raised a question on comparison of

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mortality benchmark rates against other similar systems. Dr. Alex Daneshmand provided the current Lee Health mortality rate; as of June 4, 2020 there have been 903 total cases hospitalized with COVID-19 and we have had 79 deaths. Our mortality rate is 8.7% compared to Florida on average rate in 10-11%. Dr. Steve Brown raised concerns about the hospital visitation changes effective Monday, June 8, 2020 which Dr. Scott Nygaard addressed. Information was presented on the drugs currently used to treat COVID-19 patients. Dr. Doug Brust discussed the Convalescent Plasma study underway at Lee Health and have treated 72 patients with positive results. Dr. Marilyn Kole provided information on the Proning tool that we are currently using with COVID-19 patients to keep them off a ventilator. Lee Health has just received helmet based ventilation machines for COVID-19 patients, a project that Dr. Tim Dougherty is overseeing, and Dr. Kole explained its uses.

### PERFORMANCE OVERSIGHT & FY20 SYSTEM STRATEGIC SCORECARD

Dr. Scott Nygaard gave an overview of the system performance against the 2020 System Strategic scorecard. Dr. Nygaard reviewed the CMS Hospital Acquired Conditions (HACs) which shows overall excellent performance with MRSA being at 3 star; the star ranking will not be revised until January 2021. LeapFrog April 2020 rating for all adult care facilities is A. Therese Everly asked about Coordinated Care Model Inpatient Sensitive Condition on the scorecard. Marcelo Zottolo provided information on how the current data is measured and will come back next time with a proposal on the measurements for next year. Dr. Brown asked a question on charting COVID death rates and can it be separated from other reasons incorporate in the modality rate. Marcelo Zottolo explained we can identify them but we are not separating at this point.

#### **Follow up: Marcelo Zottolo - Inpatient Sensitive Condition - August meeting**

### READMISSIONS UPDATE

Dr. Marilyn Kole presented information on readmissions and performance is currently at 13.99% which is a meets performance expectation. Readmissions and volumes were lower due to COVID 19. She reviewed the actions they have taken to improve performance anticipated improvement 3<sup>rd</sup> Quarter CY.

#### **Follow up: Dr. Marilyn Kole – Readmissions - August meeting**

### EXCEPTIONAL LEE PATIENT EXPERIENCE & ENGAGEMENT

Lisa Sgarlata presented an update on ExceptionalLee Patient Experience-Likelihood to Recommend goal which does not meet. She described the implementation of a new tool, CipherHealth Nurse/Leader Rounding tool which will Go-Live on June 22, 2020 starting at Cape Coral Hospital. The process allows for capturing information and reporting with accountability to improve performance. Lisa also discussed the importance of employee engagement. Dr. Brown commented that Lisa has done a great job and recognized her leadership during the pandemic crisis. Dr. Azam thanked Lisa for the work she has been doing and recently had the Patient Experience consultants come and talk to the Hospitalist on improving their patient experience and requested the consultants stay engaged through the process. Dr. Keri Mason shared a story of a friend's mother who was hospitalized recently. Her friend repeatedly called the hospital requesting a call from the physician, she suggested we need to find a way to engage non-contracted physicians in holding them accountable for responding. Dr. Larry Antonucci, President & CEO, Lee Health stated this is a process for PLC and MECs to formally endorse the expectation that all medical staff members respond to a family member in a timely manner with their questions. Dr. Sanford Cohen asked the QSPE Chair if it was appropriate to make a motion of

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this committee to recommend to administration a mechanism be developed to achieve the goals of physicians contacting family members. Therese Everly, QSPE Chair felt it was an appropriate motion to be made and confirmed with Board Counsel present. George Knott, Board Counsel said the recommendation should be made to the full Board of Directors. Discussion followed; Dr. Hobbs stated the physician members of this committee are all members of their MECs and he recommend bringing this issue to this month's meeting. Dr. Eric Eason confirmed that we are defining a process to reinforce what's already stated medical staff documents.

**Action Item for Full Board Consideration: Dr. Sanford Cohen made a motion to recommend to administration and medical staff leadership a mechanism be developed to achieve the goals that we've been discussing vis a vis physician contact with family and patients. The motion was seconded by Dr. Steve Brown and carried with no opposition.**

### SAFETY EVENT UPDATE AND TRENDS

Dr. Alex Daneshmand provided an update and reporting there has been a decline during the pandemic; however, overall reporting YTD has increased. Serious safety events are flat the first quarter of 2020.

### FLORIDA STERLING SITE VISIT FEEDBACK REPORT

Dr. Alex Daneshmand gave an update on the Florida Sterling site visit report and showed a high-level matrix with a pre-assessment by our consultants and a post-assessment by the Sterling surveyors which showed overall improvement in all areas. The focus and ongoing implementation of the operating model will continue, there has been improvement with increased alignment and integration across the system, and this year the organization is focusing on implementing a more effective strategic planning process.

### FEEDBACK

Dr. Scott Nygaard asked for feedback on a new format that provides more clarity for the BOD scorecard that separates the BOD requested performance from that of management performance and results in a visual that more appropriately reflects progress to the stated goal of CMS 5-star. Five Star Ratings will be shown in green, four-star rating will be listed in yellow, three-star and below will be listed in red. The committee reviewed and provide their input: Dr. Steve Brown, Dr. Sanford Cohen agreed to simplify and for Dr. Nygaard and his team to determine, Dr. Asif Azam, and Dr. Larry Hobbs agreed, Dr. Keri Mason agreed it makes sense to simply.

### CELEBRATIONS

Dr. Scott Nygaard reviewed Lee Health's accomplishments and awards. Dr. Sanford Cohen acknowledged the work Dr. Doug Brust is conducting at Lee Health on the COVID-19 Convalescent Plasma Study as something to be celebrated. He also suggested their work be presented at a future QSPE Committee meeting.

**Follow Up: Dr. Doug Brust – Convalescent Plasma Study – August meeting**

### COMMITTEE MEMBERS REPORT/MEETING EVALUATION

Dr. Steve Brown felt it was a great meeting and learned a lot, complimented Therese Everly for the work she is doing, and suggested adding a break during the meeting. Dr. Sanford Cohen felt the agenda and presentations were very well thought out. Dr. Eric Eason said it was a great meeting, he appreciated the COVID data and

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moving forward with the Sterling plan, and was excited to see CipherHealth come onboard. Dr. Larry Hobbs thanked the administrative team for putting the data together and very impressed with the administrative team during the pandemic; they have done a fantastic job being physician based administrators keeping the pandemic under control for our population. Dr. Keri Mason felt it was great meeting and her MEC committee has extended a standing invitation to any Board members who would like to attend any of their meetings. Therese Everly will inform the Board of this open invitation. Dr. Asif Azam felt the meeting went well, he recognized Dr. Brust's work with Convalescent Plasma Study initiative, thanked Dr. Alex Daneshmand for his hard work during the pandemic, and thanked Lee Health for providing PPE equipment at the hospital for providers. Stephanie Meyer thanked all the physician members for attending and how their input is so valuable along with the work they are doing on the front line. Therese Everly will be meeting Dr. Scott Nygaard in July to work on the August agenda to include committee input into the Strategic Score Card in regards to Quality, Safety and Patient Experience, and will include the items she has captured during today's meeting.

### NEXT REGULAR MEETING

The next meeting will be held on Thursday, August 13, 2020 at 8:30 a.m. The Lee Health Board of Directors will be determining if August meeting will be a flex model where Board members can attend in person at Gulf Coast Medical Center, Medical Office Building, Boardroom, 13685 Doctors Way, Fort Myers, FL 33912 or by WebEx.

### ADJOURNMENT

The QSPE Committee Meeting was adjourned at 10:24 a.m. by Therese Everly, Committee Chair. Minutes were recorded by Denise Sentner, Assistant to Chief Operating Officer

Signed by: Therese Everly

Date: August 13, 2020