

Bartlett Regional Hospital

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Board Quality Committee September 9, 2020 Minutes

Called to order at 3:30 pm by Board Quality Committee Chair, Rosemary Hagevig

Board Members: Rosemary Hagevig (Chair), Kenny Solomon-Gross, Marshal Kendziorek, Iola Young

Patient & Feedback Representative: n/a

Staff: Charles Bill, CEO, Gail Moorehead, Director of Quality, Bradley Grigg, CBHO, Dallas Hargrave, HR Director, Billy Gardner, COO, Rose Lawhorne, CNO, Kevin Benson, CFO, Megan Costello, Chief Legal Officer, Deborah Koelsch, RN Clinical Quality Data Coordinator, Rebecca Embler, Quality Systems Analyst

Approval of the minutes – 07 15 2020 Quality Committee Meeting – *minutes approved as written.*

Old Business: No old business discussed.

New Business:

BOD Quality Dashboard

Deb Koelsch presented the Quality Scorecard measure results for Q2 2020.

- For Risk Management measures, Injurious Fall Rate was 0 and there were 0 Serious Safety Events and 1 Sentinel Event. The details of the Sentinel Event were discussed in the July Executive Board Meeting. For Readmission Rate measures, 30-day Hospital Pneumonia was 0%, 30-day Hospital Heart Failure Rate was 11.1%, which is a slight uptick but still below the CMS rate, and 30-day Hospital-wide Readmission Rate was 6.4%, improved from 8% in Q1 2020. Ms. Moorehead noted that we will have one injurious fall for Q3.
- For Core Measures, Severe Sepsis/Septic Shock was 56%, which changed from last reporting by +6%, and Screening for Metabolic Disorders was 93%, improved from 90% in Q1 2020.

Rebecca Embler presented the Patient Experience and HCAHPS results for Q2 2020.

- For Patient Experience results, Inpatient and Ambulatory Services scores decreased from Q1 2020 and Outpatient and Emergency Department scores increased. It was noted that there is no score this quarter for Inpatient – Behavioral Health because Press Ganey had not provided MHU with updated mailing envelopes, so results were being submitted but

not received. Quality and MHU identified this issue and have worked with Press Ganey to establish a new customized survey, which was received this week.

- For HCAHPS results, it was noted that scores are below last quarter for each of the survey areas, and also below the CMS Benchmark. It was brought to attention that the scores are based on survey Received Date, so are delayed slightly from when the actual care was provided. Ms. Moorehead noted that our HCAHPS scores will not be reported for Q1 or Q2 2020 because of a waiver available from CMS for reporting due to COVID.

Deb Koelsch reported on Current Scores for Value Based Purchasing bonus payment for 2019. This is positive net change of ~\$200K, verified by Mr. Benson. Ms. Hagevig requested that an abbreviated presentation of Value Based Purchasing is given to the BOD once in-person meetings are happening again.

COVID Portal

Ms. Embler presented an overview of the BRH COVID Portal that is a resource for staff to more easily access Incident Directives, education links, Infection Prevention updates, data dashboards and the Employee Health Screening form. The portal is hosted in Smartsheet, which is a new tool that both Bartlett and CBJ are using for data sharing and collaboration. Ms. Hagevig asked about the practical use of the Portal for front-line staff; Ms. Moorehead responded that the items listed above are used by staff on daily to weekly basis, and were often hard to locate before. Ms. Moorehead requested that the link to the COVID Portal be shared with Board Quality members. <https://app.smartsheet.com/b/publish?EQBCT=c8f25f1dad7457a8254428da50385be>

Patient Safety Committee Revision

Ms. Moorehead presented on the recent update to the Patient Safety Committee charter, and the renewed focus of Patient Safety for the Quality team and front-line staff. Ms. Moorehead explained that the drive for updating the charter is to encourage the organization to be more proactive with Patient Safety, rather than reactive to events that occur. The Board Quality Committee all agreed that they fully support this approach and look forward to seeing the changes that come from the Patient Safety Committee.

Next Meeting

The next scheduled meeting date was November 11th, which is Veteran's Day. It was decided that the meeting should be moved, so a tentative date of November 18th was chosen. Ms. Moorehead will confirm. The meeting needs to be before the November BOD meeting. Tentative schedule items were discussed as well; Sentinel Event Update based on Joint Commission meeting on October 21st, and Mr. Solomon-Gross requested an educational piece.

Adjourned at 4:15 pm

Next Quality Board meeting: November 18th, 2020 @ 3:30pm - *TENTATIVE*