



QUALITY COMMITTEE AGENDA

Tuesday, April 14, 2015 at 12:00 p.m.
Eskridge Lobby Conference Room, Tahoe Forest Hospital
10121 Pine Avenue, Truckee, CA

1. CALL TO ORDER

2. ROLL CALL

Greg Jellinek, M.D., Chair; John Mohun, Board Member

3. CLEAR THE AGENDA/ITEMS NOT ON THE POSTED AGENDA

4. INPUT – AUDIENCE

This is an opportunity for members of the public to address the Committee on items which are not on the agenda. Please state your name for the record. Comments are limited to three minutes. Written comments should be submitted to the Board Clerk 24 hours prior to the meeting to allow for distribution. Under Government Code Section 54954.2 – Brown Act, the Committee cannot take action on any item not on the agenda. The Committee may choose to acknowledge the comment or, where appropriate, briefly answer a question, refer the matter to staff, or set the item for discussion at a future meeting.

5. APPROVAL OF MINUTES OF: 2/10/2015 ATTACHMENT

6. ITEMS FOR COMMITTEE DISCUSSION AND/OR RECOMMENDATION

6.1. Quality Committee Goals 2015 & Charter ATTACHMENT

Committee will review and discuss updated goals and charter.

Staff Recommendation: Committee recommendation to the full board for approval of the Quality Committee Charter and 2015 Goals.

6.2. TFHS Quality Strategic Plan Goals ATTACHMENT

Committee will review and provide update related to the Tahoe Forest Health System strategic goals related to quality.

6.3. Patient Satisfaction Survey ATTACHMENT

Sample patient satisfaction survey templates will be reviewed and discussed.

6.4. Patient & Family Centered Care (PFCC)

6.4.1. Patient & Family Advisory Council Update

An update will be provided related to the activities of the Patient and Family Advisory Council (PFAC).

6.4.2. Patient Family Story Presentation at Board Meeting

A review of the Stanford University Patient Liaison presentation scheduled on April 27, 2015 at the BOD meeting. She will be sharing her personal healthcare story and the importance of a Just Culture philosophy and error disclosure.

6.5. Lean Training Program

An update will be provided about the Lean training program in which TFHD staff has been participating and funded through a grant from the National Rural Health Resource Center. A review of plans for future education will also be discussed.

6.6. Board Quality Education

The committee will review and discuss topics for future Board quality education.

7. REVIEW FOLLOW UP ITEMS / BOARD MEETING RECOMMENDATIONS**8. NEXT MEETING DATE**

The date and time of the next committee meeting will be proposed and/or confirmed.

9. ADJOURN

*Denotes material (or a portion thereof) may be distributed later.

Note: It is the policy of Tahoe Forest Hospital District to not discriminate in admissions, provisions of services, hiring, training and employment practices on the basis of color, national origin, sex, religion, age or disability including AIDS and related conditions.

Equal Opportunity Employer. The meeting location is accessible to people with disabilities. Every reasonable effort will be made to accommodate participation of the disabled in all of the District's public meetings. If particular accommodations for the disabled are needed (i.e., disability-related aids or other services), please contact the Executive Assistant at 582-3481 at least 24 hours in advance of the meeting.