



# QUALITY COMMITTEE

## AGENDA

Wednesday, December 16, 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: 10/20/2015 ..... ATTACHMENT**
6. **ITEMS FOR COMMITTEE DISCUSSION AND/OR RECOMMENDATION**
  - 6.1. **Quality Committee Goals 2015 & Charter..... ATTACHMENT**  
The *Quality Committee Charter and 2015 Goals* were approved by the full board at the June 30, 2015 meeting. Informational for reference during the meeting if needed.
  - 6.2. **Patient & Family Centered Care (PFCC)**
    - 6.2.1. **Patient & Family Advisory Council Update ..... ATTACHMENT**  
An update will be provided related to the activities of the Patient and Family Advisory Council (PFAC).
  - 6.3. **Patient Satisfaction Surveys..... ATTACHMENTS**  
Press Ganey patient satisfaction surveys will be reviewed.
  - 6.4. **Beta Disclosure & Communication Program ..... ATTACHMENT**  
The Committee will be provided an updated on the lessons learned at this program including the Care for the Caregiver program.
  - 6.5. **Annual Board Policy Review..... ATTACHMENT**
    - 6.5.1. **ABD-20 Patient Satisfaction**  
Review the policy and discuss if this should continue as a BOD policy or be moved to an administrative AGOV policy.

- 6.6. **Board Quality Education** .....**ATTACHMENT**  
Discuss the Governance Institute white paper on *Maximizing the Effectiveness of the Board's Quality Committee*. 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, Wednesday, February 17, 2016, 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.