



## BOARD QUALITY COMMITTEE AGENDA

Tuesday, November 22, 2016 at 12:00 p.m.  
Human Resources Conference Room, Tahoe Forest Hospital  
10121 Pine Avenue, Truckee, CA

1. **CALL TO ORDER**

2. **ROLL CALL**

Greg Jellinek, M.D., Chair; Karen Sessler, M.D., 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: 8/16/2016 .....ATTACHMENT**

6. **ITEMS FOR COMMITTEE DISCUSSION AND/OR RECOMMENDATION**

6.1. **Quality Committee Charter and Goals 2016.....ATTACHMENTS**

The *Quality Committee Charter and Goals 2016* were approved by the Committee at the February 9, 2016 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).

6.2.2 **Patient Experience Presentation**

Identify patients that may be interested in sharing their healthcare story at an upcoming TFHD Board of Directors (BOD) or BOD Quality Committee meeting.

6.3 **HCAHPS Star Rating Report .....ATTACHMENT**

The Centers for Medicare & Medicaid Services (CMS) has developed HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) star ratings to make it easier for consumers to use the information on the Hospital Compare website and to spotlight excellence in healthcare quality. A review of the 1/1/15 through 12/31/15 and 4/1/15 through 3/31/16 CMS Star Rating Report and plans for improvement.

6.4 **AHRQ Patient Safety Culture Survey .....ATTACHMENT**

Review the 2015 Hospital Survey on Patient Safety Culture results and the plan for improvement.

**6.5 BOD Quality & Service Excellence Dashboard .....ATTACHMENT**

Discuss the status of the plan to revise the quality and service excellence dashboard and the process for BOD review including content, quality metrics, benchmarks, and plans for improvement. Review an example at <http://mammothhospital.org/quality/>

**6.6 Healthcare Facilities Accreditation Program (HFAP) Survey**

Provide an update on preparation for the unannounced triennial HFAP accreditation survey in the spring of 2017. Discuss providing an accreditation survey process educational training to the BOD in February 2017.

**6.7 Quadruple Aim .....ATTACHMENT**

- 6.6.1 Sikka, R., Morath, J., & Leape, L. *The Quadruple Aim: care, health, cost and meaning in work*. BMJ Quality & Safety (2015)
- 6.6.2 Feeley D, Swensen SJ. *Restoring joy in work for the healthcare workforce*. Healthcare Executive. 2016 Sept; 31(5):70-71.

While burnout in the health professions is alarmingly high, restoring joy in work is more than just reducing burnout. This article describes four key steps that leaders can take to restore, foster, and nurture joy in the health care workforce. Discuss plan to obtain physician and staff engagement information with a goal to improve the experience of providing care.

**6.8 Own the Bone Recognition.....ATTACHMENT**

The American Orthopaedic Association's Own the Bone® program is a national post-fracture, systems-based, multidisciplinary fragility fracture prevention initiative. We submit quality data on 10 prevention measures with a goal to change physician and patient behavior to reduce incidence of future fractures and positively impact osteoporosis treatment.

**6.9 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, Tuesday, January 10, 2017, at 1200 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.