



# QUALITY COMMITTEE AGENDA

Tuesday, November 6, 2018 at 12:00 p.m.  
Esbridge Conference Room, Tahoe Forest Hospital  
10121 Pine Avenue, Truckee, CA

**1. CALL TO ORDER**

**2. ROLL CALL**

Alyce Wong, RN, Chair; Charles Zipkin, 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: 08/09/2018 .....ATTACHMENT**

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

**6.1. Safety First**

**6.2. Patient & Family Centered Care (PFCC)**

**6.2.1. Follow up from Patient Experience Presentation**

Provide status report on Mental Health coordination and resources for patients in our community.

**6.2.2. 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 Safety**

**6.3.1. Beta HEART Program ..... ATTACHMENT**

Provide update regarding the Beta Healthcare Group culture of safety program.

**6.3.2 Beta Quest for Zero Harm Recognition..... ATTACHMENT**

Share Beta Healthcare Group Quest for Zero Harm recognition in Obstetrics and Emergency Care.

**6.4. Hospital Compare Star Rating ..... ATTACHMENT**

Provide update regarding the Hospital Compare star rating program.

**6.5. Complaint/Grievance Policy.....ATTACHMENT**

Provide overview of the Complaint/Grievance Policy (AGOV-24) and the Grievance Committee functions to address patient complaints.

**6.6. Board Quality Education .....ATTACHMENT**

The Committee will review and discuss the CMS Rural Health Strategy (2018) Retrieved June 7, 2018 from <https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Rural-Strategy-2018.pdf>

**7. REVIEW FOLLOW UP ITEMS / BOARD MEETING RECOMMENDATIONS**

**8. NEXT MEETING DATE**

The date and time of the next committee meeting will be 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.