

**AGENDA**  
**QUALITY, PATIENT CARE AND PATIENT EXPERIENCE COMMITTEE**  
**OF THE EL CAMINO HOSPITAL BOARD OF DIRECTORS**

**Monday, September 9, 2019 – 5:30pm**  
 El Camino Hospital | Conference Room A&B  
 2500 Grant Road, Mountain View, CA 94040

**PURPOSE:** To advise and assist the El Camino Hospital (ECH) Board of Directors (“Board”) in constantly enhancing and enabling a culture of quality and safety at ECH, and to ensure delivery of effective, evidence-based care for all patients. The Quality Committee helps to assure that excellent patient care and exceptional patient experience are attained through monitoring organizational quality and safety measures, leadership development in quality and safety methods and assuring appropriate resource allocation to achieve this purpose.

AGENDA ITEM	PRESENTED BY		ESTIMATED TIMES
<b>1. CALL TO ORDER/ROLL CALL</b>	Julie Kliger, Quality Committee Chair		<b>5:30 – 5:32pm</b>
<b>2. POTENTIAL CONFLICT OF INTEREST DISCLOSURES</b>	Julie Kliger, Quality Committee Chair		<b>information</b> <b>5:32 – 5:33</b>
<b>3. CONSENT CALENDAR ITEMS:</b> <i>Any Committee Member or member of the public may pull an item for discussion before a motion is made.</i>	Julie Kliger, Quality Committee Chair	<i>public comment</i>	<b>motion required</b> <b>5:33 – 5:35</b>
<b>Approval</b> a. Minutes of the Open Session of the Quality Committee Meeting (8/5/2019)			
<b>Information</b> b. FY19 Quality Dashboard c. ED Patient Satisfaction d. FY20 Pacing Plan e. Progress Against FY20 QC Goals f. Hospital Update g. Annual Performance Improvement Reports			
<b>4. INTRODUCTION OF NEW MEMBERS</b>	Julie Kliger, Quality Committee Chair		<b>information</b> <b>5:35 – 5:50</b>
<b>5. REPORT ON BOARD ACTIONS</b>	Julie Kliger, Quality Committee Chair		<b>information</b> <b>5:50 – 6:00</b>
<b>6. PATIENT STORY</b>	Mark Adams, MD, CMO		<b>discussion</b> <b>6:00 – 6:10</b>
<b>7. FY19 ORGANIZATIONAL GOAL SCORE</b>	Mark Adams, MD, CMO; Cheryl Reinking, RN, CNO	<i>public comment</i>	<b>possible motion</b> <b>6:10 – 6:20</b>
<b>8. FY20 ORGANIZATIONAL GOAL METRICS</b>	Mark Adams, MD, CMO	<i>public comment</i>	<b>possible motion</b> <b>6:20 – 6:35</b>
<b>9. QUALITY AND SAFETY STRATEGIC PLAN</b>	Mark Adams, MD, CMO		<b>discussion</b> <b>6:35 – 7:05</b>
<b>10. PUBLIC COMMUNICATION</b>	Julie Kliger, Quality Committee Chair		<b>information</b> <b>7:05 – 7:08</b>
<b>11. ADJOURN TO CLOSED SESSION</b>	Julie Kliger, Quality Committee Chair		<b>motion required</b> <b>7:08 – 7:09</b>
<b>12. POTENTIAL CONFLICT OF INTEREST DISCLOSURES</b>	Julie Kliger, Quality Committee Chair		<b>information</b> <b>7:09 – 7:10</b>

A copy of the agenda for the Regular Meeting will be posted and distributed at least seventy-two (72) hours prior to the meeting. In observance of the Americans with Disabilities Act, please notify us at (650) 988-7504 prior to the meeting so that we may provide the agenda in alternative formats or make disability-related modifications and accommodations.

AGENDA ITEM	PRESENTED BY		ESTIMATED TIMES
<b>13. CONSENT CALENDAR</b> <i>Any Committee Member may pull an item for discussion before a motion is made.</i>	Julie Kliger, Quality Committee Chair		<b>motion required</b> <b>7:10 – 7:12</b>
<b>Approval</b> <i>Gov't Code Section 54957.2.</i> a. Minutes of the Closed Session of the Quality Committee Meeting (8/5/2019) <b>Information</b> b. Medical Staff Quality Council Minutes			
<b>14.</b> <i>Health and Safety Code Section 32155</i> for a report of the Medical Staff; deliberations concerning reports on Medical Staff quality assurance matters: - Annual Patient Safety Report	Sheetal Shah, Director, Risk Management and Patient Safety		<b>information</b> <b>7:12 – 7:27</b>
<b>15.</b> <i>Health and Safety Code Section 32155</i> for a report of the Medical Staff; deliberations concerning reports on Medical Staff quality assurance matters: - Serious Safety Event/Red Alert Report	Mark Adams, MD, CMO		<b>discussion</b> <b>7:27 – 7:42</b>
<b>16. ADJOURN TO OPEN SESSION</b>	Julie Kliger, Quality Committee Chair		<b>motion required</b> <b>7:42 – 7:43</b>
<b>17. RECONVENE OPEN SESSION/ REPORT OUT</b> To report any required disclosures regarding permissible actions taken during Closed Session.	Julie Kliger, Quality Committee Chair		<b>information</b> <b>7:43 – 7:44</b>
<b>18. ADJOURNMENT</b>	Julie Kliger, Quality Committee Chair	<i>public comment</i>	<b>motion required</b> <b>7:44 – 7:45pm</b>

**Upcoming Meetings:**

Regular Meetings: October 7, 2019; November 4, 2019; December 2, 2019; February 3, 2020; March 2, 2020; April 6, 2020; May 4, 2020; June 1, 2020

Educational Sessions: April 22, 2020