



**PERFORMANCE IMPROVEMENT & COMPLIANCE COMMITTEE AGENDA  
JANUARY 8, 2019 AT 7:00 AM  
EXECUTIVE BOARD ROOM**

*Dial in number: 571-317-3122 Access Code: 280-118-629*

**I. CALL TO ORDER**

**II. STANDING AGENDA**

- A. Consent Agenda** **5 minutes**
1. Approval of minutes\* - **ACTION ITEM**
    - PICC 12.11.2018
- B. Reference Materials** **5 minutes**
- **Dave Shaw**
1. Sub-Committee Minutes
    - Change Team (Team STEPPS) Meeting Minutes\*
    - Infection Prevention Committee Meeting Minutes\*
- C. Patient Story** **5 minutes**
- **Michael Groessinger**
- D. Annual Department Review** **20 minutes**
- **Camille Evans**
- Case Management\*
- **Kami McGann**
- Utilization Review\*
- E. Patient Experience Data** **10 minutes**
- **Sarah Phipps & Jared Burch**
1. Patient Experience Results for Valor Health\*
  2. Discussion
    - What do we sense?
    - What could it mean?
    - What should we do?
- F. Quality and Performance Improvement** **25 minutes**
- **Sarah Phipps & Jared Burch**
- Items may be discussed in Executive Session Pursuant to Idaho Code §74-206(1)(d)
1. Quality Dashboard\*
  2. Department Quality Metrics Analysis
  3. Complaints and Grievances
  4. Performance Improvement Notifications
  5. Internal Audits & Corrective Action Plans (CAPs)
    - Medical Inpatient / Swing Bed Report Deferred to February PICC Meeting
  6. Quality and Performance Improvement Initiatives/Projects
    - Customer Service & Service Recovery
    - Patient Experience Initiatives
    - Flex Grant Cohort: Quality Improvement related to Evidence-Based Practice

**G. Risk and Compliance** **10 minutes**

- **Mike Jeppson**

- Items may be discussed in Executive Session Pursuant to Idaho Code §74-206(1)(d)

1. Risk
  - General Update
  - 2018 HIPAA Security Risk Assessment\*
2. Compliance
  - General Update
    - 2018 CLIA Inspection
    - 2018 Food Establishment Inspection
  - DNV Corrective Action Plan Tracker\*
3. Document Management
  - General Update
4. Contract Management
  - General Update

**H. Administration** **5 minutes**

- **Executive Leadership**

1. General Update
2. Patient and Family Advisory Council

**I. Chairman Lead Discussion** **15 minutes**

- **Dave Shaw**

1. PICC Goals
  - 2018 Review\*
2. Data Analysis Discussion
3. Items to be reported to the Board

**J. Open Items** **5 minutes**

- **Dave Shaw**

1. Open Items from Previous PICC Meetings
  - Monitor 2017 HIPAA Security Risk Assessment – Mike Jeppson
  - 2019 Metric Benchmark Consistency – Sarah Phipps

**K. Pharmacy Review** **5 minutes**

- **Mike Groessinger**

- Items may be discussed in Executive Session Pursuant to Idaho Code §74-206(1)(d)

1. Medication Errors & Near Misses Monthly Report

**III. OTHER BUSINESS**

**A. Executive Session**

- Idaho Code §74-206(1)(d) – Records Exempt from Public Disclosure
- Idaho Code §74-206(1)(i) - Communicate with Risk Manager/Insurer regarding claims

**IV. ADJOURNMENT**

**UPCOMING MEETING:** February 12, 2019

*\*Attachment included*