PERFORMANCE IMPROVEMENT & COMPLIANCE COMMITTEE AGENDA
MAY 14, 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 4.16.2019

B. Reference Materials **5 minutes**

- *Dave Shaw*

1. Sub-Committee Minutes
- Safety Committee Meeting Minutes*
- OB Committee Meeting Minutes*
- Infection Prevention and Control Meeting Minutes*

C. Patient Story **5 minutes**

- *Robin Watson*

D. Annual Department Reviews & Program Evaluations **35 minutes**

- *Robin Watson*
- Infusion*

- *Brad Stokes*
- Radiology*

- *John Warren*
- Nutritional Services*

E. Patient Experience Data **10 minutes**

- *Sarah Phipps*

1. Patient Experience Results for Valor Health*
2. Press Ganey Updates

F. Quality and Performance Improvement **20 minutes**

- *Sarah Phipps*
- 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)
- Pharmacy Audit and CAPs*
- Internal Audit CAP Tracker*

6. Quality and Performance Improvement Projects
- Evidence-Based Practice Grant Project
- Customer Service & Service Recovery

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

2. Compliance
- General Update
- DNV Corrective Action Plan Tracker*

3. Document Management
- General Update
- Documents for Review
  - o Business Associate Agreement Requirements Policy* **- ACTION ITEM**
  - o Business Associate Agreement Requirements Procedure* **- ACTION ITEM**
  - o Service Animals Policy* **- ACTION ITEM**
  - o Risk and Compliance Coordinator Policy* **- ACTION ITEM**

4. Contract Management
- General Update

H. Administration **5 minutes**

- ***Executive Leadership***

1. General Update

I. Chairman Lead Discussion **10 minutes**

- ***Dave Shaw***

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

1. 2019 PICC Project Discussion

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

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: *June 11, 2019*

**Attachment included*