

TITLE: Performance Improvement and Compliance Committee Regular Meeting
DATE/TIME: August 8, 2023, at 7:00 AM
LOCATION: Zoom and Executive Board Room

I. CALL TO ORDER

The Valor Health Performance Improvement and Compliance Committee meeting was called to order at 7:00 a.m. by Anita Taylor.

Board Member Attendance: Anita Taylor – Committee Chair; Brad Turpen – CEO

Staff/Guest Attendance: Stephanie Neys – Quality Manager; Roger Folwell – Facilities Manager; Dr. Trevor Tredennick – Medical Staff; Michael Groessinger – Pharmacy; Victoria Mendoza – Executive Assistant/Med Staff Coordinator; Briana Steele – Quality Assistant

Absent: Lisa Resinkin – Board Member

II. STANDING AGENDA

A. Executive Session - Standing monthly executive session for as-needed discussion.

Idaho Code §74-206(1)(d) – Records Exempt from Public Disclosure.

Idaho Code §74-206(1)(i) - Communicate with Risk Manager/Insurer regarding claims.

MOTION: Anita Taylor moved to go into Executive Session, per Idaho Code Idaho Code §74-206(1)(d) – Records Exempt from Public Disclosure and Idaho Code §74-206(1)(i) - Communicate with Risk Manager/Insurer regarding claims. Stephanie Neys seconded the motion. The motion was approved.

Roll Call:

- ✓ Anita Taylor
- ✓ Stephanie Neys
- ✓ Brad Turpen
- ✓ Kathy Prindle
- ✓ Dr Tredennick
- ✓ Michael Groessinger
- ✓ Briana Steele

Committee Chair Anita Taylor adjourned the executive session and regular session resumed at 7:30am.

Open Session

B. Mission Appreciation

1. Patient Experience of Care Voices – Stephanie Neys
 - Stephanie shared a positive comment left on Facebook in which a patient shared that Valor Health is their Hero. The patient was admitted at Valor Health who suffered from Ketoacidosis and is now recovering.

C. Action Items

1. Consent Agenda
2. Approval of Minutes – PICC 07/11/2023

MOTION: Stephanie Neys moved to approve the minutes as presented. Briana Steele seconded. No objections. The motion passed.

D. Administration – Executive Leadership

1. General Update
 - Anita commended Stephanie for her commitment to the quality program and the great work she is doing.
2. PFAC Update
 - PFAC continues to move forward, the group is well engaged in advocating for Valor in the community.
 - The Charter was changed to accommodate a community liaison role. This was going to be Patti with PR2TA, but she recently let us know that she was not able to commit due to her professional engagements. Brad will check with PFAC if they have suggestions on who else would be a good fit for that role within the community.
 - Traci Ross, PFAC advisor, continues to work on the Valor Health Historical Wall that will be in Valor Health Center.

E. Department Review

1. Specialty Medicine and Surgical Clinic (SMSC)
 - SMSC top box scores are looking great.
 - There are still 2 open non-conformities from last year's audit, with 6 being closed.
 - 6 new non-conformities identified with plans in place to improve.
 - Chris and Briana are meeting weekly to update policies to fit SMSC needs.
 - Chris submitted a Capital Expense request for the patient weight area as there is a concern for patient safety and HIPAA compliance.
 - There are three different quotes in place for the staff parking lot behind the SMSC clinic. Prices range from \$16K-32K.
 - Stephanie shared kudos to Specialty Medicine for their top box score always being in the 90th percentile.
 - Antia mentioned it is great news that the culture is improving from what it had been earlier in the year.

F. Reference Materials – Anita Taylor

1. Sub-Committee Key Activities and/or Reference Material*
General Updates on Outputs Tracking Log*
 - Infection Control – Beth Sutton and Antimicrobial Stewardship – Sydney Higginbotham
 - No new reference material. June meeting reference materials were reviewed in July. Next meeting is scheduled for September.
 - Nursing Leadership – Kathy Prindle
 - No new reference material. May and June reference materials were reviewed in June. Next meetings are scheduled for August.
 - Pharmacy Review – Mike Groessinger
 - Working on updating policies and procedures for the new pharmacy.
 - The formulary was updated relating to OB medications.
 - Safety Committee – Roger Folwell
 - Meeting held 6/15/2023, reference minutes submitted. Next meeting is scheduled for September.
 - Utilization Review – Stephanie Neys
 - No new reference material: the committee did not meet in July. Next meeting is in August.

G. Quality, Safety, Performance Improvement, Risk Management and Compliance – Stephanie Neys

1. General Updates per BOD Executive Summary (7/27/2023)

- June data was shown for the BOD summary report. Anita asked if July data can be pulled prior to the Board Meeting, so Anita can review in advance. Stephanie mentioned she will be able to send it out before the packet is sent.
- Highlights in the BOD include:
 - All departments have hit a high point top box rate for the month of July. The Emergency Department has moved from the <50th percentile to the 50-74th percentile rank among peer emergency departments within survey cohort.
 - The EKG return time report is being updated to only patients that are presenting with symptoms of a heart attack. With this change, the return time is expected to be on median within the eight-minute goal.
 - Dr. Vetter, Stephanie and Maggie will do a presentation on Value Based Care. (This will need to occur in October, as Maggie will be on scheduled leave during Sept. PICC.)
- 2. Patient Experience Survey Methodology Review and Discussion*
 - Press Ganey has scrubbed the surveys to make it shorter and more accommodating for the patients. Acute surveys are still only sent via mail. The clinic does have an electronic version, but it was noted that it does not increase the rate of responses. (7% electronic response rate compared to 17% mailed response rate for clinics)
 - Brad mentioned the possibility of doing the reminders in person for patients while at their appointments.

H. Chair Lead Discussion – Anita Taylor

1. Future PICC Agenda items
 - No items noted.
2. Items to be reported to Medical Staff and the Board
 - Stephanie will send out the BOD executive summary with July data to share at the Board Meeting.
 - Dr. Tredennick shared he will go over the IQA and give brief PICC report to the Medical Staff.

I. Open Items – Anita Taylor

1. Open Items from PICC Meeting
 - No open items noted.

III. OTHER BUSINESS

IV. ADJOURNMENT

Being no further business, the meeting was adjourned at 8:13 a.m.