

**TITLE:** Performance Improvement and Compliance Committee Regular Meeting  
**DATE/TIME:** October 10, 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.

**PICC Member Attendance:** Anita Taylor – Committee Chair; Lisa Resinkin – Board Member; Brad Turpen – CEO; Stephanie Neys – Quality Manager; Matthew Godfrey – Exec Dir. Of Physician Services Dr. Trevor Tredennick – Medical Staff; Michael Groessinger – Pharmacy; Briana Steele- Risk & Compliance Coordinator

**Staff/Guest Attendance:** Victoria Mendoza – Executive Assistant/Med Staff Coordinator; John Warren – Chef; Valerie Lawrence – Dietician; Beth Sutton – Infection Prevention & Control Manager; Maggie Geer- Quality Assistant Population Health

**Absent:** Kathy Prindle- Exec Dir. Of Clinical Services

**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 §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:

In favor of motion:

- ✓ Anita Taylor
- ✓ Lisa Resinkin
- ✓ Stephanie Neys
- ✓ Brad Turpen
- ✓ Matt Godfrey
- ✓ Dr Tredennick
- ✓ Roger Folwell – entered executive session late.

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

Open Session

**B. Mission Appreciation**

**1. Patient Experience of Care Voices – Stephanie Neys**

- This was included within the BOD summary report. Podiatry, Family Medicine, and Emergency Department all met their FY23 Goal.
- Dr. Martin, Lisa Isaksen, and Dr. Claussen all individually earned over 95% of their top box score for recommendation to family/friends.

- There was a patient story shared where Dave Shuey was recognized by a patient and stated Dave saved their life.

### **C. Action Items**

1. Consent Agenda – October 10, 2023
2. Approval of Minutes - PICC 9/12/2023

**MOTION:** Brad Turpen moved to approve the minutes as presented. Stephanie Neys seconded. No objections. The motion passed.

### **D. Administration – Executive Leadership**

1. General Update
  - Brad and the Executive team plan to refine and create a good process for Value Based Care.
2. PFAC Update
  - Brad asked Stephanie to cohost PFAC this last meeting. Stephanie reported she has asked the PFAC to decide the Customer Service Award winners again this year for Quality Week.
  - Pierre Houbein (PH) is the new Vice Chair.
  - Renee McDaniel, our Emergency Department Manager had a wonderful presentation that went over the Emergency Department services and Trauma designation.
  - Staci and Erika were at this meeting to help finalize *how to make the most of your appointment* with the final version being mailed to patients in their yearly paperwork.

### **E. Department Review**

1. Department Review of Periodic Internal Quality Audit (IQA) Evaluation
  - Dietary/Nutrition Services
  - There were 3 newfound nonconformities. John Warren, Valor Health Chef, was made aware of the missing temperature logs were only on the days that there were no inpatients. John has found a solution on how to log temperature in those instances.
  - Valerie Lawrence, Dietician, mentioned the services she offers. There were not many charts to review since, but the charts that are available are documented correctly and thoroughly.
  - There is a ticket placed with Cerner to optimize the referral process and workflow.
  - There will be the possibility of having a zoom option available for Valerie's diabetes and educational classes.
  - Valerie will get with Staci Carr to create awareness and market her services on our website.
2. Infection Prevention & Control
  - There was one opportunity for improvement and that is to have a back-up person in case Beth Sutton is out.
  - 2 non-conformities closed from last year that were AMS education for entire workforce and ATP calibration.
  - RSV, Covid and Flu season is coming up, there are times set for staff to receive their vaccines.

### **F. Reference Materials – Anita Taylor**

1. Sub-Committee Key Activities and/or Reference Material\*
  - General Updates on Outputs Tracking Log
    - Infection Control & Prevention – *Beth Sutton*, and Antimicrobial Stewardship – *Sydney Higginbotham*
      - September meeting minutes included in packet.
      - AMS update submitted within Summary report

- Nursing/Ancillary Clinical Leadership – *Kathy Prindle*
  - September-October materials submitted\*
- Pharmacy Review – *Mike Groessinger*
  - Rapid Reversal of Anticoagulation – Mike discussed that other healthcare facilities utilize consignment agreements to access Kcentra due to the very high cost and low utilization. Mike proposed to continue to explore this topic in the Pharmaceutical and Therapeutics Committee so that an informed decision could be made.
- Safety Committee – *Roger Folwell*
  - No new Safety Committee reference material. Committee did not meet in September. Interim progress updates to be given at meeting. Next meeting TBD.
- Utilization Review – *Stephanie Neys*
  - September meeting minutes

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

1. General Updates per BOD Executive Summary (Data ending Sept. 2023)
  - Emergency Department, Podiatry and Valor Health Family Medicine all exceeded their goal.
  - Many providers are scoring above their top box scores.
  - There was one survey received for surgery leaving 100% positive comments, which makes a big difference.
  - There will be a process in place for training staff to place discharge calls on the weekend depending on the time they discharged.
  - There is a Blood Pressure Education PowerPoint included in the packet.
  - 29 active PIAP (performance improvement action plans) in place. 161 different points centralized in ActionCue.
  - FY24 Top Box Goals were suggested. Matt Godfrey and Dr. Vetter will discuss offline if they would like to adjust them.
  - Kudos to Dr. Vetter for being the physician champion for Value Based Care.
2. Value Based Care Education Introductory Overview
  - Maggie Geer, the Quality Assistant for Population Health, went over Value Based Care and some highlights were:
    - Benefits of Value Based Health Care including lower cost and better outcomes for patients, better care efficiencies, stronger cost controls and reduced risk.
    - Lower cost and better outcomes for patients
    - Focus on diabetic population, wellness visits and medication adherence.
3. **ACTION ITEM:** Controlled document approvals per revision tracker
  - Compliance Management Plan
    - o Kudos to Briana on her major revision for the policy to flow more intelligently.
  - Code of Ethics
  - Anita asked if the Board could receive a document that showed what was updated within the policies.

**MOTION:** Anita Taylor moved to approve the Compliance Management Plan and the Code of Ethics. Brad Turpen seconded the motion. No objections, the motion was approved.

**H. Chair Lead Discussion – *Anita Taylor***

1. Future PICC Agenda items
  - Anita noted she would like to share the BOD summary, VBC Presentation, Blood Pressure Education Presentation for the Board Meeting.
2. Items to be reported to Medical Staff and the Board
  - Dr. Tredennick mentioned he will review IQAs and give a brief update of the PICC meeting for the Medical Staff.

**I. Open Items – *Anita Taylor***

1. Open Items from PICC Meeting
  - No open items

**III. OTHER BUSINESS**

**IV. ADJOURNMENT**

Being no further business, the meeting was adjourned at 9:02 a.m.