

North Broward Hospital District Board of Commissioners
1700 Northwest 49th Street, Suite #150, Ft. Lauderdale, FL 33309

QUALITY ASSESSMENT & OVERSIGHT COMMITTEE MEETING Wednesday, December 16, 2020

The Quality Assessment & Oversight Committee Meeting of the North Broward Hospital District was held on December 16, 2020, immediately following the Audit Committee Meeting, at the Broward Health Corporate Spectrum Location, 1700 NW 49th Street, Suite 150, Fort Lauderdale, Florida 33309.

1. NOTICE

Official notice and agenda of this meeting is attached to the minutes, titled EXHIBIT I and EXHIBIT II, as presented for consideration of the Committee.

2. CALL TO ORDER

There being a quorum present, the meeting was called to order by Chair Nancy W. Gregoire at 12:34 p.m.

3. COMMITTEE MEMBERS

Present:

Commissioner Ray. T. Berry
Commissioner Stacy L. Angier, Vice Chair
Commissioner Nancy W. Gregoire, Chair

Senior Leadership

Additionally Present:

Marie C. Waugh, Commissioner
Gino Santorio, President/Chief Executive Officer
Alan Goldsmith, Chief Operating Officer
Alex Fernandez, Chief Financial Officer
Linda Epstein, Corporate General Counsel
Jerry Del Amo, Deputy General Counsel

4. PUBLIC COMMENTS

Chair Gregoire opened the floor for public comments, in which there were none.

5. INTRODUCTION OF PRESENTERS (Presenter – Barry Gallison, Director, VP Risk and Quality Management)

Mr. Gallison introduced the following presenters:

- Trecia Matthews-Hosein, Manager, Quality & Outcomes-Community Health Services
 - Healthcare for the Homeless.
 - HRSA update.
- Heather Havericak, CEO, Broward Health Medical Center
 - Patient engagement.

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6. APPROVAL OF MINUTES

Without objection, Chair Gregoire approved the minutes, dated September 8, 2020.

Motion *carried* without dissent.

7. CONSENT AGENDA

Quarterly Reports, Data Q3 CY2020, PowerPoint Presentation (Presenter – Barry Gallison, Director, VP Risk and Quality Management)

Mr. Gallison requested approval for the Consent Agenda items below, which included the quarterly updates for each region.

- 7.1. Ambulatory - Physician Practice Update
- 7.2. Population Health
- 7.3. Home Health and Hospice (formerly Coast Home Care and Hospice)
- 7.4. Medicare Readmission
- 7.5. Medicare Mortalities
- 7.6. Environment of Care
- 7.7. Sepsis Prevention
- 7.8. Antimicrobial Stewardship
- 7.9. Infection Prevention
- 7.10. Hospital Acquired Pressure Injury
- 7.11. Grievances
- 7.12. Risk Management Quarterly Reports

MOTION It was *moved* by Commissioner Angier, *seconded* by Commissioner Berry, that:

The Quality Assessment & Oversight Committee of the North Broward Hospital District Approve Items 7.1 through 7.12 on the Consent Agenda.

Motion confirmed by roll call.

YES Commissioner Ray. T. Berry

YES Commissioner Stacy L. Angier, Vice Chair

YES Commissioner Nancy W. Gregoire, Chair

Motion *carried* 3/0.

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8. **QUALITY AND SAFETY AGENDA, POWERPOINT PRESENTATION** **(Presenter – Barry Gallison, VP Risk and Quality Management)**

8.1. Community Health Services: Healthcare for Homeless (Presenter – Trecia Matthews-Hosein, Manager Quality & Outcomes-CHS)

- Healthcare for the Homeless
 - Operated out of Bernard P. Alicki Health Center and funded by the Health Resources and Services Administration (HRSA).
 - Provides medical care, behavioral health care, case management, referrals for specialty care, and other services.
 - No cost to the homeless.
 - Over 2,100 patients served between June of 2019 and June of 2020.
 - Diabetes action plan was implemented, due to increasing rate among the homeless population.

8.2. Leapfrog Update (Presenter – Barry Gallison, VP Risk and Quality Management)

- Process/Structural
 - All Regions maximized points.
 - Safety Survey- Regions 100 compliant.
 - HCAHPS- steady improvements.
 - HCAHP scores were from 2018-2019.
- Outcome Measures
 - Hospital Acquired Infections.
 - Steady improvements.
 - Reduce SIR < 1.
- Patient Safety Indicators
 - Quality & Coding review all potential HACs & PSI.
 - Reduction in Hospital Acquired Pressure Injuries.
 - Patient Safety Indicators were from Q2 2017 to Q2 2019.
- Next Public Reporting Period, spring 2021
- 2020 Scores received December 14, 2020
 - BHIP 3.1784.
 - BHCS 2.9983 (0.16 from A).
 - BHN 2.9309 (0.041 from B, 0.2475 from A).
 - BHMC 2.8969 (0.0751 from B, 0.2621 from A).
- Leapfrog Requirement Changes
 - Removed the requirement to do the CPOE validation test due to COVID-19.
 - Removed measures for which Broward Health has scored highly, resulting in a higher percentage of the overall score.

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- Risk management plan.
- Medication reconciliation.
- Next Leapfrog assessment in spring and fall of 2021.
 - CMS will not look at data for the first two quarters of 2020.
 - New Broward Health data is showing progress.
- 8.3. Patient Satisfaction HCAHPS (Presenter – Barry Gallison, VP Risk and Quality Management, Heather Havericak, BHMC, Chief Executive Officer)
- Press Ganey, external partner, guides Broward Health with education and resources, including patient satisfaction surveys.
 - Broward Health is exploring texting/electronic and phone surveys to capture realtime data for patient experience.
- Three platforms in parallel move patient experience scores
 - Quality outcomes.
 - Broward Health staff engagement.
 - Patient engagement.
- Steps to stay patient-centric
 - Broward Health is here to serve patients.
 - Employees and staff need to feel supported.
 - Communicate via marketing, physicians, and nursing leaders that it is safe to come back to the hospital (despite the COVID-19 pandemic).
 - Encourage patients to maintain provider engagement for health maintenance and annual screenings to be proactive instead of reactive.
- Patient Experience Executive Leadership Team
 - Meets monthly to review strategies, data, and plans to ensure managers have the skills and tools to improve the patient experience.

Mr. Gallison agreed to bring data to a future meeting regarding patient satisfaction ratings for Broward Health in comparison to neighboring facilities.

Ms. Havericak shared Broward Health Medical Center's patient experience successes and programs, including employee and staff competitions.

9. ADJOURNMENT

There being no further business on the agenda, the Chair adjourned the meeting at 1:14 p.m.

Respectfully submitted,

Commissioner Marie C. Waugh, Secretary/Treasurer