

**Laguna Honda Executive Committee Minutes**  
**Quality Council**  
**4/3/2018**

Attendees: Kate Durand, Quoc Nguyen, Regina Gomez, Jennifer Carton-Wade, ChiaYu Ma, Louise Brooks Houston, Loretta Cecconi, Peter Rosel, Garrett Chatfield, Janet Gillen, Vince Lee, Elizabeth Schindler, David Snyder, Angela Pownall-Elizalde

Chair: Mivic Hirose

<u>ITEM</u>	<u>DISCUSSION</u>	<u>ACTION</u>
<b>CALL TO ORDER</b>		Meeting called to order by Mivic Hirose at 10:02am
<b>March 6, 2018 Minutes Approval</b>	Meeting minutes reviewed for approval.	March 6, 2018 minutes approved.
<b>Catchball: Strategic Priority #1 – EHR</b>	Jennifer summarized the LHH Epic Readiness A3 with Quality Council, highlighting the countermeasures and action plan sections. Exec asked clarifying questions and provided recommendations.	Jennifer will share recommendations with Dr. McShane to revise the A3. Plan is to review with stakeholders, one more time with Joanna Omi then finalize ready for deployment starting July 1, 2018.
<b>Catchball: Strategic Priority #2 – Developing People</b>	Donna summarized the Developing People A3 with Quality Council, highlighting the countermeasures and action plan sections. Exec asked clarifying questions and provided recommendations.	Donna will add recommendations to revise the A3. Plan is to review with stakeholders, one more time with Joanna Omi then finalize ready for deployment starting July 1, 2018.
<b>Catchball: Strategic Priority #3 – Optimizing Data in Preparation for Value Based Care</b>	Quoc summarized the Optimizing Data in Preparation for Value Based Care A3 with Quality Council, highlighting the countermeasures and action plan sections. Quoc added graphics for easier reading. Exec asked clarifying questions and provided recommendations.	Quoc will add recommendations to revise the A3. Plan is to review with stakeholders, one more time with Joanna Omi then finalize ready for deployment starting July 1, 2018.
<b>Lean Transformation Assessment</b>	<p>Through hand votes, first assessment was conducted to determine where we are with the Lean Transformation Ruler. Results are as follows:</p> <p>1) Where are we – <b>Leader Standard Work: 2 - Beginning Implementation:</b> Leader standard work exists for a few positions; where leader standard work exists it is only done some of the time; leader standard work has not been revised; most leaders consider it a compliance, check the box exercise</p> <p>2) Where are we – <b>Visual Controls: between 2 to 3 - Beginning Implementation:</b> Visuals are a check the box activity; visuals are only used to show the status of production and exceptions; tracking charts are filled in irregularly and <b>Continued Implementation:</b> Production charts, that exist, are current; visuals are reviewed daily (or on a regular schedule) and drive action on identified problems; reasons for misses are specific, complete and actionable</p> <p>3) Where are we – <b>Process Improvement: 2 - Continued Implementation:</b> Some leaders actively support improvement activities; some tasks completed on time, results in improvement; most leaders have participated in kaizen few have led kaizen</p>	Mivic will plan to conduct the Lean Transformation progress assessment at least once a year and compare findings. Actionable next steps will be developed accordingly.

ITEM	DISCUSSION	ACTION
<p><b>Lean Transformation Assessment (continued)</b></p>	<p>Through hand votes, first assessment was conducted to determine where we are with the Lean Transformation Ruler. Results are as follows (continued):</p> <p>4) Where are we – <b>Problem Solving: 3 - Continued Implementation:</b>  Leaders starting to pursue the root cause of problems; staff are getting involved in problem solving; workarounds are recognized and beginning to be tackled</p> <p>5) Where are we - <b>Organizational Change: between 3 to 4 - Resisting: Wanting to Slow Down</b> and <b>Determined to Continue: Standards Take Hold</b></p> <p>Reflection: we are working on our 2<sup>nd</sup> wind. While we are wanting to slow down, we need to catch our breaths but we will push, forge ahead and will get through it. Our pause will be to pay attention at the Direction Setting sessions and be selective with the evaluations.</p>	
<p><b>Next Meeting</b></p>	<p>May 1, 2018, 10am</p>	<p>Meeting adjourned at 10:50am.</p>