

**Laguna Honda Executive Committee Minutes**  
**Quality Council**  
**Tuesday, October 1, 2019**

Attendees: Quoc Nguyen, Jennifer Carton-Wade, Nawz Talai, John Grimes, Loretta Cecconi, Denise Payton, Maggie Rykowski, Janet Chen, Troy Williams, Adrian Smith, Lena Yue, Arata Goto, Valerie Lopez, Rodney Garrick, Olivia Thanh

Co-Chairs: Michael McShane and Quoc Nguyen

<u>ITEM</u>	<u>DISCUSSION</u>	<u>ACTION</u>
<b>CALL TO ORDER</b>	Meeting was called to order at 10:02AM.	
<b>Minutes Approval</b>	7/2/19 minutes were reviewed and approved.	7/2/19 Quality Council meeting minutes were approved.
<b>Preventive Maintenance</b>	Rodney Garrick came to present for Food Services Preventative Maintenance. <ul style="list-style-type: none"> <li>• There were a total of 42 equipment requiring asset tags</li> <li>• 6 equipment are retired</li> <li>• 36 still require asset tags</li> <li>• Work orders were place to complete asset tags</li> </ul>	Quality Council thanked Rodney for presenting.  Food Services will follow up on status of work orders.
<b>True North Q4 Update</b>	Olivia Thanh presented updates on Q4 FY18-19 True North Metrics. Overall, Laguna Honda has met/exceeded their goal for two of the six metrics. <ul style="list-style-type: none"> <li>• Quality – Reduce resident harm event. Q4 totaled 20 resident harm events, ending FY18-19 with 88 total resident harm events. Goal was 93, goal was met.</li> <li>• Safety – Reduce resident harm events. Q4 had 10.2 per 100 FTE, ending FY18-19 with an average of 11.3. Goal was 9.9, goal was not met.</li> <li>• Care Experience – Maintain resident satisfaction ratings through our Post Discharge Surveys. Q4 averaged 94.4%, ending FY18-19 with an average of 95.8%. Goal was 100%, goal was not met.</li> <li>• Workforce – Improve overall job satisfaction rating among staff. Unable to gather year data.</li> <li>• Financial Stewardship – Decrease overtime utilization. Q4 was at 2.8%, ending FY18-19 with 4.6% average. Goal was 2%, goal was not met.</li> <li>• Equity – To improve B/AA health by controlling blood pressure. Q4 was 73.4%, ending FY18-19 with 75.5%. Goal was 75%, goal was met.</li> </ul>	Quality Council thanked Olivia for presenting.  Workforce Metric Owner will follow up with department to request for survey results again.
<b>Patient Flow A3 Catchball</b>	Nawz Talai presented on Patient Flow A3.  Laguna Honda’s admissions and community discharge has been on a downward trend over the past 3-4 years. To remedy this, LHH held two Value Stream Maps (VSM) and six Kaizen workshops to address specific components of admissions and discharge. These efforts have seen little improvement with average length of stay increasing.  Goals and Targets; <ol style="list-style-type: none"> <li>1. Identify and define data source(s) and ensure data integrity</li> </ol>	Quality Council thanked Nawz for presenting.  Committee suggested to ensure that the problem statement is addressed in the Target/Goals while also ensuring appropriate stakeholders are onboard with Goals and Targets so the Plan may be affective. Target/Goals need to be benchmarked.  Concern was raised to ensure information, challenges, and goals are aligned with the network.

	<ol style="list-style-type: none"> <li>2. Develop a streamlined report for patient flow at LHH</li> <li>3. Decrease the number of wait days by 20%</li> <li>4. Decrease the number of patients on the wait list by 25%</li> </ol> <p>Countermeasures include the following:</p> <ul style="list-style-type: none"> <li>• Develop patient flow huddle</li> <li>• Standardize patient flow board</li> <li>• Q.A. of previous VSMS and Kaizens</li> <li>• Partner with stakeholders</li> <li>• Admission/Discharge coordination</li> <li>• Streamline patient flow report</li> <li>• Review discharge ready list</li> <li>• Review waitlist</li> </ul>	<p>Controller's office is looking into the network's patient flow but not in detail of how patients will be moved.</p> <p>Suggestion was made that A3 should focus on clinically ready for discharge residents.</p>
<b>Next Meeting</b>	Meeting adjourned at 10:34AM.	