

QUALITY COUNCIL
December 15, 2015

CO-CHAIRS: Will Huen, Roland Pickens

ATTENDANCE:

Present: Brent Andrew, Jenna Bilinski, Susan Brajkovic, Max Bunuan, Terry Dentoni, Virginia Elizondo, Thomas Holton, Will Huen, Valerie Inouye, Shermineh Jafarieh, Jay Kloo, Todd May, Iman Nazeeri-Simmons, Kim Nguyen, Lann Wilder, Troy Williams

QM/KPO Staff: Jenny Chacon, Stephanie Chigos, Valerie Chan, David Kutys, Emma Moore, Jessica Morton, Amy Murphy, Jignasa Pancholy, Leslie Safier, Sue Schwartz, Michael Zane

Excused: Aiyana Johnson, Tina Lee, Jim Marks, Anh Pham, David Woods

Guests: Roger Mohammed (for Margaret Damiano), Francisco Saenz

Absent: Sue Carlisle, Karen Hill, Yvonne Lowe, Roland Pickens, Basil Price

AGENDA ITEM	DISCUSSION	DECISION/ACTION
I. Call To Order	Will Huen, MD, called the meeting to order at 10:08AM.	Informational.
II. Minutes	The minutes of the November 17, 2015 meeting were reviewed by the committee.	The minutes were approved.
III. Policies and Procedures	<p>Cheryl Kalson presented the latest policies and procedures.</p> <p>Administrative Policies Policy-16.11: Recall Policy: Products and Equipment Revisions include identification of hospital representatives for the Product Recall Committee and procedures for receiving and tracking product recall notifications.</p> <p>Cheryl Kalson provided an update on the revision of Administrative Policies for the new hospital building (Building 25). A list of 170 revised administrative polices were presented for Executive Approval. Policies with links to forms will be deactivated while they are updated along with logos. An inventory of outdated forms will be created and prioritized for revision by the Forms Committee. Troy Williams, Chief Quality Officer, clarified that Administrative and Environment of Care Policies (EOC) were updated as part of the Licensing Requirement process. Council members commended Cheryl for her work on updating hospital-wide policies.</p>	<p>Policy 16.11 approved.</p> <p>Council members approved the Building 25 Administrative Policies.</p> <p>Cheryl Kalson to email list of Building 25 ready policies to council members.</p>
IV. Performance Measures	Francisco Saenz, Environmental Services Director, and Lann Wilder, Operations Administrator-Environmental Services, presented the department report.	

AGENDA ITEM	DISCUSSION	DECISION/ACTION
<p>A. Environmental Services (EVS)</p>	<p><u>Accomplishments:</u></p> <ul style="list-style-type: none"> EVS cited the hiring of a strong management team as one of its key successes. <p><u>Challenges:</u></p> <ul style="list-style-type: none"> There continues to be a gap between the higher scores from internal patient satisfaction surveys, taken at the bedside, and HCAHPS survey scores. Additional work required to implement new cleaning processes related to the move to Building 25 including floor care and infectious waste staging. <p><u>Highlights of EVS PI Indicators:</u></p> <p><i>Care Experience</i> <u>Title: Patient Satisfaction</u> <u>Target: Achieve Patient Satisfaction score from 44% to 80% by December 2015.</u> <u>CURRENT STATUS: Goal not met.</u></p> <ul style="list-style-type: none"> 69% of internal patient surveys, completed at the bedside, rated overall Cleanliness as “Excellent.” HCAHPS scores for “Room Always Kept Clean” were 59.4% in 2015. Analysis of Internal Patient Satisfaction Surveys with overall “Poor” or “Fair” ratings show areas of improvement needed in: Improving the cleanliness of the bathroom (42%) and Porter Courtesy (49%). <p>Dr. Huen commended EVS for their thorough gap analysis, using A3 Thinking methods, which provided opportunities for planning appropriate countermeasures. There was also a discussion about the benefits and challenges of in person surveys for estimating HCAHPS scores.</p> <p><i>Financial Stewardship</i> <u>Title: Reduce Overtime (OT) Hours</u> <u>Target: Reduce average of 427 OT hours per pay period in FY 2014-2015 by 50% to < 213 hours per pay period in FY 2015-2016.</u> <u>CURRENT STATUS: Exceeded goal.</u></p> <ul style="list-style-type: none"> Reduced overtime hours 75% from 427 hours to 88 hours per pay period. As of November 2015, OT costs were reduced by 75% from \$35,653 to \$3565 per pay period. Performance improvement efforts included modification of porter supervisor shifts, prompt hiring of additional staff and analysis of weekly scheduling. 	<p>EVS to implement A3 Thinking approaches for improving patient satisfaction scores in 2016.</p> <p>Implement training for Porters to improve communication with patients about cleaning requests and concerns.</p> <p>Continue monitoring overtime usage.</p>

AGENDA ITEM	DISCUSSION	DECISION/ACTION
	<p><u>Proposed 12 Month Performance Measures:</u></p> <p>DRIVER METRICS</p> <p><i>Care Experience & Financial Stewardship</i> <u>Title: Cleaning Time for Patient Room</u> <u>Target: Maintain cleaning time for each cleaning category for 90% of time by December 2016 (Regular cleaning = 30 min, Terminal cleaning=45 min. C-diff cleaning = 70 min).</u></p> <p><i>Care Experience</i> <u>Title: Patient Satisfaction</u> <u>Target: Improve HCAHPS Scores for question “Room Kept Clean” from 59.4% to >74% by December 2016.</u></p> <p><i>Safety</i> <u>Title: C-Difficile Hospital Acquired Infections (HAIs)</u> <u>Target: Reduce the number of patients with C-Diff from FY 2014-2015 number of cases by 50% by December 2016.</u> There was discussion re: cleaning schedule for privacy curtains in patient rooms.</p> <p>WATCH METRICS</p> <p><i>Financial Stewardship</i> <u>Title: Overtime Usage</u> <u>Target: Continue to monitor overtime usage to <213 hours per pay period.</u></p> <p>Proposed performance measures for the upcoming year were reviewed. Terry Dentoni, Chief Nursing Officer, emphasized the need for EVS’ collaboration on efforts for rapid turnaround of rooms and the implementation of a policy related to unclean beds.. Areas of improvement for increasing turnaround for rooms cleaned, for C-Diff, were also discussed. Jenna Bilinski, KPO Director, offered the KPO as a resource for developing standard work and timing of room cleanings.</p> <p>Council members also inquired about efforts to reducing incorrect medical waste disposal, like sharps containers, by clinicians. Lann Wilder indicated that efforts to reduce costs, related to inappropriate usage, would be addressed through the use of recycled sharps container bins and an educational campaign for clinicians. The group commended EVS for developing measures that aligned with other hospital A3 strategic plans such as C-Diff and Flow.</p>	<p>Terry Dentoni, Jeff Schmidt and Francisco Saenz to discuss collaboration on implementation of a clean beds policy and improving flow.</p> <p>Francisco Saenz and Lann Wilder to meet to determine baseline data time for C-Diff cleaning time.</p> <p>Proposed performance measure results were reviewed and approved.</p> <p>Max Bunuan to research protocol for curtain cleaning and/or removal from C-Diff infected rooms.</p>

AGENDA ITEM	DISCUSSION	DECISION/ACTION
	<p><i>Contract Services</i> Contract Name: Bay Area Floor Machine Company Service: Housekeeping Equipment Repair <u>Target: 90% Repairs completed within 10 days of first contact.</u> <u>Current Status: Goal met.</u></p>	
V. Announcements	There were no announcements.	
Next Meeting	<p>The next meeting will be held January 19, 2015 in 7M30 10:00am-11:30am</p>	