Parkland

QUALITY OF CARE & PATIENT SAFETY BOARD COMMITTEE
Agenda

Committee Members

Chair: Elizabeth Palacios, MD
Eric G. Bing, MD, PhD
Byron Cryer, MD
Todd Furniss, JD
Farida Minner, RN

Agenda for the ***Quality of Care and Patient Safety Board Committee*** meeting of the Dallas County Hospital District is scheduled for ***Wednesday, September 25, 2024, at 9:00 AM***, at 5200 Harry Hines Blvd (WISH Building) Dallas, TX 75235, Executive Conference Room 02-175. (If assistance is needed in locating the room, please see the Administration receptionist on the 4th floor, 04-131.) A quorum will be physically present at the location of the meeting. Videoconferencing access is also possible via WebEx. That application is available at https://www.webex.com/downloads.html. Teleconferencing access is possible by calling +1-415-655-0001. Both virtual access forms require inputting (meeting number: 2633 030 4063; meeting password: 1234) to join the meeting. The ***Quality of Care and Patient Safety Board Committee*** reserves the right to exercise discretion and may convene in Executive Session as permitted by Texas Government Code §§551.071 (consultation with attorney), 551.072 (deliberations regarding real estate), 551.074 (personnel matters), 551.076 (deliberations regarding security devices or security audits), 551.078 and/or 551.0785 (deliberations by medical committee or by governmental body that administers a public insurance, health or retirement plan regarding individuals' medical or psychiatric records), 551.085 (deliberation by governing board of certain providers of health care services), 551.087 (deliberation regarding economic development negotiations), 551.088 (deliberation regarding test item); Texas Government Code §418.183 (deliberation of information under §§418.175 – 418.182 for purposes of disaster management or disaster planning); Texas Health & Safety Code §161.032 (medical committee or medical peer review committee records, information or reports; and/or medical committee or medical peer review committee proceedings under Tex. Health & Safety Code Chapter 161 and/or Tex. Occ. Code Chapters 151 and 160); and/or as otherwise authorized by law on any item listed below. The ***Quality of Care and Patient Safety Board Committee*** may consider any of the agenda items in open or executive session and may continue the meeting as necessary to accomplish the business at the time and place designated by the Chair to reconvene.

	TIME (MIN)	PRESENTER(S)
I. Opening	5	Chair
A. Call to Order **B. Determine the Presence of a Quorum Present** **C. Recitation of Mission Statement** *Advance Wellness | Relieve Suffering | Develop and Educate* **I CARE: I**ntegrity **C**ompassion and Collaboration **A**ccountability **R**espect **E**quity **D. Opening Remarks** **E. Public Comments (Agenda Items)** *See public comment registration information and rules at https://www.parklandhospital.com/board-of-managers*		
II. Executive Session: Quality & Patient Safety Operations (QSO) Tex. Health & Safety Code §§161.032 & 161.0315 and Tex. Occupations. Code §160.007		
A. **Update and Report by Chief Quality and Safety Officer** *Includes briefing from Executive Quality Committee (EQC)*	10	Mike Lane, MD, MBA, MPHS, MSc, FIDSA, CPPS – *Chief Quality and Safety Officer*
B. **Review of Safety Event Cause Analysis (CA) Case(s)** *Shared learnings from recent safety event(s) with associated guide*	30	CA Case Presenters and Guests
C. Update and Report Regarding Quality-Related Key Performance Indicators (KPIs) *Reports for quality improvement project(s) throughout the enterprise*		

	TIME (MIN)	PRESENTER(S)
1. Department Performance Improvement Committee (PIC)/ Clinical Quality Committee (CQC) Annual Presentation(s) *Annual report from service lines related to quality and safety*		
a. Burn CQC	8	Chiaka Akarichi, MD – *Physician, Burn Unit* Kathleen Doherty, MSN, RN – *Vice President, Nursing, Surgical Services*
b. Critical Care CQC	8	Catherine Chen, MD, MSHI – *Critical Care Service Line Chief* Kathleen Doherty, MSN, RN – *Vice President, Nursing, Surgical Services*
D. Update and Report Regarding Patient Satisfaction: Patient and Family Advisory Council (PFAC) *Annual report on patient and family advisory council*	10	Nina Rafiq, MBA - *PFAC System Liaison*
E. Possible Deliberation Regarding the Following		
1. Executive Summaries *Overview of QSO departmental reports*		
2. Quality of Care Dashboard *Monthly update of quality key performance indicators (KPIs)*		
3. Quality of Care Report *Information on specific quality key performance indicators (KPIs)*		
4. Supplemental Cause Analysis Cases *Additional shared learnings from recent safety event(s)*		
5. Cause Analysis (CA) Log *List of upcoming cause analysis case reviews*		
6. Department Performance Improvement Committee (PIC) Annual Presentation: Pathology PIC Annual report from service lines related to quality and safety		
7. SYS.RR.004 Patient Complaint and Grievance – Executive Summary *Overview of proposed policy changes/revisions and approval path*		
8. SYS.RR.004 Patient Complaint and Grievance – Redline *Marked copy showing changes/revisions to policy*		
9. SYS.RR.004 Patient Complaint and Grievance – Final *Proposed Final version of policy: SYS.RR.004 Patient Complaint and Grievance – final version*		

~ end of Quality Portion of QBOM Agenda

	TIME (MIN)	PRESENTER(S)
IV. Executive Session: Medical Executive Committee (MEC) Tex. Health & Safety Code §§161.032 & 161.0315 and Tex. Occupations Code §160.007	15	
A. Consideration and Appropriate Action Regarding Appointments/Reappointments, Privileges and Staff Status Changes of the Medical Staff and Non-Physician Clinical Providers		
1. Medical Staff and Non-Physician Clinical Providers to Parkland Health		James D. Griffin, MD – *Chief of Anesthesia; Medical Staff President*
a. Credentialing Report		
VI. Executive Session: Discussion regarding report and/or information provided by the Chief Quality Safety Officer and related items on this agenda. See Health & Safety Code § 161.032 & 161.0315 and Tex. Occupations. Code §160.007	10	Chair
VII. Executive Session: Discussion regarding report and/or information provided by the Medical Executive Committee President and related items on this agenda. See Health & Safety Code § 161.032 & 161.0315 and Tex. Occupations. Code §160.007	10	Chair
VIII. Action Items (Open Session)	5	Chair
A. Consideration and Appropriate Action Regarding: SYS.RR.004 Patient Complaint and Grievance		
1. Approval of Policy: SYS.RR.004 Patient Complaint and Grievance		
B. Consideration and Appropriate Action Regarding Medical Executive Committee Resolution for Appointments/Reappointments, Privileges and Staff Status Changes of the Medical Staff and Non-Physician Clinical Providers		
1. Approval of the Credentialing Report		
IX. Follow-Up Requests: *None*		
X. Closing Remarks		Chair
XI. Adjourn		Chair