Minutes of the Quality of Care and Patient Safety Committee meeting of the Board of Managers of the Dallas County Hospital District, held Tuesday, September 25th, 2024, scheduled for 9:00 a.m. in the WISH Building Conference Room (02-175) at Parkland Health and via WebEx. These minutes do not constitute a certified agenda from the meeting.

I. Attendance and Call to Order

Committee Chair Elizabeth Palacios, MD, noted that a quorum was physically present and called the meeting to order at 9:06 am. Committee members Todd Furniss, Farida Minner, RN; and Byron Cryer, MD attended in-person.

Board Member attendees included: Board Chair Marjorie Petty, JD, Reina Gonzalez, JD; Vincent Hall, and Ramon Miguez PE.

Staff Present (via Webex and in-person) included:

Brett Moran, ACMO-CMIO
Breanne Ward, RN Specialist - ED
Carmen Bowling, Interim SVP Nursing
David Alexander, SVP Nursing
Dawn Marchetto, SVP Nursing
Donna Richardson, EVP & CNE
Edmundo Castañeda, EVP & Chief Operating Officer
Felicia Miller, EVP & Chief Talent Officer
Fred Cerise, President & CEO
Gretchen Blake, VP Quality & Clinical Effectiveness
James Griffin, President of the Medical Executive Committee
James Orrison, Administrative Resident
Joseph Chang, SVP & CMO
Karen Garvey, VP Safety & Clinical Risk Management
Kathleen Doherty, VP Nursing Surgical Services
Margaret Palmer, VP/Medical Staff Professional Services
Michael Lane, SVP Chief Quality Safety Officer
Morgan Simmons, Governance Program Coordinator
Paige Leuking, Associate General Counsel
Saul Cordero, SVP & Chief Governance & Strategy Officer
Sobha Fuller, SVP Nursing
Stephanie Kester, RN Prof. Development
Vic Summers, SVP Internal Audit

Attendees via Webex:
Catherine Chen, Internal Medicine
Chiaka Akarichi, Burn Surgery
Nina Rafiq, Community Health Specialist
Jenni Burnes, Ancillary Services

Richard Hession, Ophthalmology

II. Mission Statement

Chair began the meeting by stating the mission statement:
Advance Wellness | Relieve Suffering | Develop and Educate

III. Public Comments Regarding Agenda Items

No members of the public registered for comments regarding the agenda items.

IV. Conflicts of Interest

After review of the agenda, the Chair noted zero conflicts of interest for Board Members present.

V. Executive Session – Quality & Patient Safety Operations Section

At 9:08 a.m. the Committee moved into Executive Session as permitted by the closed meeting exceptions specified on the agenda.

Members of management were excused from the discussion of topics, as necessary.

In executive session, the Committee received the presentation and reports as specified in the posted agenda.

A. **Update and Report by Chief Quality and Safety Officer**
Includes briefing from Executive Quality Committee (EQC)

B. **Review of Safety Event Cause Analysis (CA) Case(s)**
Shared learnings from recent safety event(s) with associated guide

C. Update and Report Regarding Quality-Related Key Performance Indicators (KPIs)
Reports for quality improvement project(s) throughout the enterprise

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

    b. Critical Care CQC

D. Update and Report Regarding Patient Satisfaction: Patient and Family Advisory Council (PFAC)
Annual report on patient and family advisory council

E. Possible Deliberation Regarding the Following

A. Executive Summaries

Overview of QSO departmental reports

B. Quality of Care Dashboard
Monthly update of quality key performance indicators (KPIs)

C. Quality of Care Report
Information on specific quality key performance indicators (KPIs)

D. Supplemental Cause Analysis Cases
Additional shared learnings from recent safety event(s)

E. Cause Analysis (CA) Log
List of upcoming cause analysis case reviews

F. Department Performance Improvement Committee (PIC) Annual Presentation: Pathology PIC
Annual report from service lines related to quality and safety

G. SYS.RR.004 Patient Complaint and Grievance – Executive Summary
Overview of proposed policy changes/revisions and approval path

H. SYS.RR.004 Patient Complaint and Grievance – Redline
Marked copy showing changes/revisions to policy

I. SYS.RR.004 Patient Complaint and Grievance – Final
Proposed Final version of policy: SYS.RR.004 Patient Complaint and Grievance – final version

VI. Executive Session: Medical Executive Committee ("MEC")

James D. Griffin, MD, President of the Medical Executive Committee, discussed the items posted on the agenda starting at 10:13 am.

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

a. Credentialing Report

The Board asked questions and received additional information.

VII. Executive Session: Discussion regarding report and/or information provided by the Chief Quality Safety Officer and related items on this agenda.

The Committee did not conduct a discussion with the CQSO, Dr. Mike Lane without other members of management present.

VIII. **Executive Session: Discussion regarding report and/or information provided by the Medical Executive Committee President and related items on this agenda.**
The Committee conducted a discussion with the Medical Executive Committee President, Dr. James Griffin without other members of management present.

Chair adjourned Executive Session and moved into Open Session at 11:02 am.

IX. **Action Items (Open Session)**

A. Consideration and Appropriate Action Regarding: SYS.RR.004 Patient Complaint and Grievance
    i. 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
    ii. Approval of the Credentialing Report

Vincent Hall, motioned to recommend Board approval of the SYS.RR.004 Policy and the Medical Executive Committee Recommendations. Byron Cryer seconded the motion. The motion passed unanimously.

X. Follow-Up Requests: None

XI. Closing Remarks

XII. **Adjourn**
With no further business to discuss, Committee Chair Elizabeth Palacios, MD, adjourned the meeting at 11:03 am.

SO RECORDED:

Elizabeth A Palacios, MD
Elizabeth A Palacios, MD (Nov 5, 2024 12:01 CST)

Steven J Roth
Steven J Roth (Nov 2, 2024 12:26 CDT)

Elizabeth Palacios, MD
Committee Chair

Steven Roth, JD, MPH
Assistant Secretary