

North Broward Hospital District Board of Commissioners
1700 Northwest 49th Street, Suite #150, Ft. Lauderdale, FL 33309

QUALITY ASSESSMENT & OVERSIGHT COMMITTEE MEETING Immediately Following the Compliance and Ethics Committee Meeting Wednesday, September 8, 2021

The Quality Assessment & Oversight Committee of the North Broward Hospital District was held immediately following the Compliance and Ethics Committee Meeting at the Broward Health Corporate Spectrum Location, 1700 NW 49th Street, Suite 150, Fort Lauderdale, Florida 33309.

1. NOTICE

Official notice is attached to these minutes, titled EXHIBIT I. Agenda of this meeting is attached to the minutes, titled EXHIBIT II. Supporting documents, if applicable, are attached to these minutes, titled EXHIBIT III. These exhibits are presented for consideration of the Committee.

2. CALL TO ORDER

There being a quorum present, the meeting was called to order by Chair Ray T. Berry at 3:55 p.m.

3. ROLL CALL

Present:

Stacy L. Angier, Commissioner
Ray T. Berry, Chair

Not Present:

Nancy W. Gregoire, Vice Chair

Senior Leadership

Additionally Present:

Marie C. Waugh, Commissioner
Jonathan K. Hage, Commissioner (via Microsoft Teams)
Christopher J. Pernicano, Commissioner
Levi G. Williams, Jr., Commissioner
Shane Strum, President / Chief Executive Officer
Alan Goldsmith, EVP / Chief Operating Officer
Alex Fernandez, SVP / Chief Financial Officer
Linda Epstein, Corporate General Counsel

4. PUBLIC COMMENTS

Chair Berry opened the floor for public comments, in which there were none.

5. APPROVAL OF MINUTES

Without objection, Chair Berry approved the minutes, dated June 23, 2021.

Motion *carried* without dissent.

North Broward Hospital District Board of Commissioners
1700 Northwest 49th Street, Suite #150, Ft. Lauderdale, FL 33309

6. CONSENT AGENDA

QUARTERLY REPORTS, DATA Q2 CY2021, POWERPOINT PRESENTATION

(Presenter – Barry Gallison, VP Risk and Quality Management)

For further detail, related slides are available within the September 2021 Quality Assessment and Oversight Committee Meeting book on the Board of Commissioners' webpage.

- 6.1. Community Health Services: Healthcare for Homeless
- 6.2. Ambulatory Physician Practice Update
- 6.3. Home Health & Hospice
- 6.4. Population Health
- 6.5. Medicare Readmission
- 6.6. Medicare Mortalities
- 6.7. Environment of Care
- 6.8. Antimicrobial Stewardship
- 6.9. Sepsis Prevention
- 6.10. Infection Prevention
- 6.11. National Patient Safety Goals (NPSG) – Hand Hygiene
- 6.12. Hospital Acquired Pressure Injury
- 6.13. Grievances
- 6.14. Risk Management Quarterly Reports

MOTION It was *moved* by Commissioner Angier, *seconded* by Commissioner Berry, that:

The Quality Assessment & Oversight Committee recommends that the Board of Commissioners of the North Broward Hospital District approve Items 6.1 through 6.14 on the Consent Agenda, as presented.

Motion *carried* unanimously.

7. DISCUSSION AGENDA

- 7.1. Quality and Safety Agenda Presentation (Presenter – Barry Gallison, VP, Risk and Quality Management)

For further detail, related slides are available within the September 2021 Quality Assessment and Oversight Committee Meeting book on the Board of Commissioners' webpage.

- 7.1.1. COVID-19 Update
 - Impact of Covid 19 to Quality
 - Increased Data Collection
 - Increased Data Reporting to numerous Agencies

North Broward Hospital District Board of Commissioners
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- Increased COVID community exposures to Staff
- Increased education & information regarding frequent changes from CDC, TJC & other agencies
- Increased Hospital Acquired Infections
- Advances in Evidence based medicine

A moment of silence was held for COVID-19 patients who have died.

A brief discussion ensued regarding COVID statistics for the period of time when vaccinations became available compared to the onset of the pandemic, when vaccinations were not yet available.

7.1.2. Infection Control Update FY 2021

Mr. Gallison listed the building blocks to achieving high reliability within the organization.

- Transformational Change
 - Leadership
 - Safety Culture
 - Robust Process Improvement
- Commitment to Zero Harm (zero negative events)
- Standardization
 - Districtwide Infection Control Plan
 - Standardized approach to emerging threats
 - Standardized Products and Protocols
 - Intense Analysis for Every Event
 - At local level, evaluate processes, track and trend
- Unified Goals – Balanced Score Card
 - Central Line Associated Blood Stream Infection (CLABSI)
 - Catheter Associated Urinary Tract Infection (CAUTI)
 - Clostridioides Difficile Infection (CDIFF)
 - COVID-19 Negative Cases
 - Central Line Associated Blood Stream Infection (CLABSI)
 - Catheter Associated Urinary Tract Infection (CAUTI)
 - Clostridioides Difficile Infection (CDIFF)
 - Surgical Site Infections (SSI)

North Broward Hospital District Board of Commissioners
1700 Northwest 49th Street, Suite #150, Ft. Lauderdale, FL 33309

7.1.3. Patient Engagement

Impact of Covid 19 to Engagement

- High nursing turnover and burnout
- Increased demands on workforce
- Increased contracted labor
- Limited patient contacts
- Decreased opportunity for personal connections (masks).
- Cancelled elective surgeries
- Modified visitation
- Decreased survey response rates

Standardization

- Districtwide Patient Experience Task Force
- Orientation and staff education
- Unified goals – balanced score card
- Standardize evidence-based practices
 - Implemented basics
 - Bedside handoff
 - Purposeful rounding
 - Partner in care calls
 - Nurse leader rounding
 - Focus on personal connections
 - Discharge phone calls
 - No pass zones
 - Patient experience committees
 - Press Ganey leader training
 - Broward Health patient contact
 - Patient family advisory councils
 - Care connect calls
- Overall Hospital Ratings
 - Review of the four (4) regional hospitals.
 - Review of Hospital Consumer Assessment of Healthcare. Providers and Systems (HCAHPS) comparison of Broward Health to Florida, southeast United States, and the Press Ganey database.

North Broward Hospital District Board of Commissioners
1700 Northwest 49th Street, Suite #150, Ft. Lauderdale, FL 33309

- Next Steps
 - Focus on excellence
 - Establish individual accountability and engagement
 - Cultivate new leaders
 - Acknowledge and reward success

- 7.1.4. US News & World Report Update

- Methodology
 - Outcomes and experience
 - Key programs, services, and staff
 - Professional recognition

- Broward Health Medical Center – 34th in Florida and 11th in Miami / Fort Lauderdale
 - High performing in six (6) categories:
 - COPD
 - Heart failure
 - Hip replacement
 - Heart attack
 - Kidney failure
 - Stroke

- Broward Health Coral Springs
 - High-Performing Categories:
 - COPD
 - Kidney failure

- Broward Health North
 - High-Performing Categories:
 - Stroke
 - Hip replacement

- 2021 US News & World Report (Rankings)
 - Broward Health Medical Center ranked 11th in Miami / Fort Lauderdale.

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8. ADJOURNMENT

There being no further business on the agenda, the Chair adjourned the meeting at 4:45 p.m.

Respectfully submitted,

Commissioner Christopher J. Pernicano, Secretary/Treasurer

DRAFT