

BOD QUALITY IMPROVEMENT COMMITTEE REPORT

27 January 2014

Committee Members: *Elissa Close (Chair), Michael Fernandez, Nancy Marnellos, Dechen Rheault*

1. QI Chair meets monthly about a week prior to BOD meeting with Exec Director (ED) for purpose of finalizing presentation to Board.
 - a. Meeting dates and time will be posted on BOD page of web site. Open to any BOD member.
 - i. Meetings less formal and specifically for purpose of planning for upcoming meeting.
 - b. Plan more formal BOD QI meetings every other month or quarterly, depending on need.
 - i. Schedule for these more formal meetings not yet set.
 - ii. Will be posted on website within the month.
2. Application for FEDERAL TORT CLAIMS ACT (FTCA) liability coverage for MHC providers.
 - a. Now that MHC is FQHC, providers are eligible for FTCA professional liability insurance. Requires application. Represents significant savings for providers. Application process has begun; no specific date set for submission. Data gathering phase.
3. MHC Policies
 - a. BOD QI Committee responsible for review of MHC Policies.
 - b. Several policies coming up for review.
 - c. QI Committee will develop plan for review and input/ change to policies.
 - d. Once reviewed by BOD QI Committee will be posted prior to BOD meeting for full Board review.
 - e. QI Committee will make recommendation to BOD to approve policy / approve with revisions.
4. Ongoing MHC QI projects
 - a. Discussion of ways to inform BOD of ongoing QI metrics.
 - b. Could create dashboard/ spread sheet including, for example
 - i. Patient satisfaction data
 - ii. Staff satisfaction data
 - iii. Audits (these are done quarterly and not yet scheduled for 2014)
 - iv. Patient complaints
 1. Include how issue was resolved
5. Town Meeting survey
 - a. Stems from strategic planning goal of broadening input from community. Town Meeting early March. Opportunity to spread word re MHC/ FAHC to all 5 towns while requesting input about future programs.
 - b. Survey should be short so as to increase returns (less questions, takes less time, increases response rate)
 - c. Survey, on MHC letterhead, should be briefly introduced in Town Meeting by member of BOD.
 - d. Copies of survey to be left with envelope for filing after completion at back of meeting room.
 - i. Make available brochure and/or business cards on same table with survey
 1. Brochure nearing completion. Will be ready for Town Meeting display.
 2. Business cards can be printed fairly quickly and be available as well.
 - e. DRAFT of survey attached for January BOD meeting
 - i. Current draft survey has been reviewed by BOD QI members and reflects member input.
 - f. Identify which BOD members will be attending each of the 5 town meetings.
 - i. Starksboro – Elissa
 - ii. Bristol –
 - iii. New Haven –
 - iv. Monkton –
 - v. Lincoln –
 - g. To do: identify how/ who will collect the surveys after Town Meeting?
6. **Next ED/ BOD QI Chair meeting February 12 at 0930 in Martha's Office, MHC. Open to any BOD QI member.**