Chair: Dr. Pierko  
Meeting Date: January 26, 2021, 12-1:30PM via WebEx  
Regular or Special Meeting: Regular  
Minutes/Attendance: Attached for review for EMS, summary only for QPS

October Reports:  
>Quality/HRO Dashboard  
>Leapfrog Update  
>Patient Safety Dashboard  
>EOC  
>Radiology  
>Patient Relations  
>HRO Dyad: Patient Experience

Summary: Majority of indicators favorable to goal. Topics of discussion/follow-up included:

>Leapfrog Update: Most recent grade from December 2020 was “F”. Projected score for May release is a “D”.  
>Patient Safety: There has been a decrease in reported safety events compared to the past 2 years; Covid considered a contributing factor. Total # of SSE’s is decreasing which is favorable.  
>Radiology: Stroke MRI turn around times improved. Continued focus on two patient identifiers and causes when errors occur.  
>Patient Relations: There was a 13% increase in grievances in 2020 compared to 2019. Top three reasons: patient rights, patient care, and billing issues.

There are no action items for the EMS Committee.  
There are no actions for the QPS Committee.
Provident Quality & Performance Improvement (QPI) Committee
Summary Report to the Medical Executive Committee (MEC) and Quality and Patient Safety (QPS) Committee
March 2021

Chair: Dr. Turner/Dr. Loafman-Presiding Chair
Co-Chair:
Meeting Date (s): January 28, 2021 via WebEx
Regular or Special Meeting: Regular
Minutes/Attendance: Attached for review for MEC, summary only for QPS

January Reports:
> Transportation
> Pharmacy
> Patient Access
> In-Patient Care Coordination
> Behavioral Health
> Clinical Analytical Lab

Summary: Majority of indicators favorable to goal. Topics of discussion/follow-up included:

> Transportation: New indicator to improve throughput. Goal of 20 minutes from time of transporter notification to arrival to the ED.
> In-patient Care Coordination: Monitoring indicator that RN Case Manager will verify insurance on all patients admitted to Provident within a 48-hour timeframe excluding weekends/holidays. Compliance 74% for December.
> Behavioral Health: Monitoring that Clinicians will complete 95% of their billing. 2020 averaged 94.9%.
> Lab: Monitoring STAT turn around times, critical value reporting, blood contamination rates, ED type and screen completed within 20 minutes, and transfusion reactions.

There are no action items for the Medical Executive Committee
There are no action items for the QPS Committee