



QUALITY PROFESSIONAL SERVICES COMMITTEE SPECIAL MEETING

Thursday, July 23, 2020

3:00 pm – 5:00 pm

Conference Center at Highland Care Pavilion

1411 East 31st Street Oakland, CA 94602

Ronna Jojola Gonsalves, Clerk of the Board

(510) 535-7515

LOCATION:

Open Session: Telephonic/Electronic Meeting

ZOOM Meeting Link:¹

<https://alamedahealthsystem.zoom.us/j/98721022733?pwd=enJPWU9vQVR5VFU1NHRjdTI5dkVNdz09>

Meeting ID: 987 2102 2733

Password: **949540**

One tap mobile

+14086380968,,99862625665# US (San Jose)

Dial by your location

+1 408 638 0968 US (San Jose)

+1 346 248 7799 US (Houston)

+1 646 876 9923 US (New York)

+1 312 626 6799 US (Chicago)

Meeting ID: 998 6262 5665

Find your local number: <https://alamedahealthsystem.zoom.us/u/acC3y5uylw>

COMMITTEE MEMBERS

Taft Bhuket, MD, *Chair*

Louis Chicoine

Maria Hernandez

NON-VOTING MEMBERS

Chief of Staff – AHS Medical Staff: M. Kelley Bullard, MD

Chief of Staff - AH Medical Staff: Joseph Marzouk, MD

QUALITY PROFESSIONAL SERVICES COMMITTEE SPECIAL MEETING AGENDA

¹ Log into the meeting at www.zoom.com. You will be directed to download the meeting app (free) if you have not used ZOOM previously. ZOOM meetings may be accessed on computers and portable devices.

SPECIAL NOTE: Alameda Health System will conduct this meeting in accordance with health and safety guidelines related to COVID-19 by Federal, State, and local authorities, including but not limited to, requiring meeting participants and observers to adhere to “social distance” standards and limits on public gatherings. In addition, the meeting will be conducted in accordance with Governor Newsom’s Executive Order N-29-20 which suspends specific requirements of the Brown Act while directing agencies to use sound discretion and to make reasonable efforts to adhere to the Brown Act as closely as possible.

- Members of the public may participate in the meeting via telephone or logging into the Zoom meeting, per the instructions above.
- There will be no public meeting place associated with this meeting.

Public Comment Instructions

If you wish to address the Board of Trustees or Committee send an email to COB@alamedahealthsystem.org PRIOR TO THE START OF THE MEETING. Your comment will be heard at the appropriate time. During the meeting, public comment requests may be submitted to the ZOOM meeting host or the Clerk of the Board, but requests must be submitted prior to the beginning of the public speaker time for that item. Each speaker will be allotted between one and three minutes to speak, depending on the number of speakers present. Materials to help your participation go smoothly are available here: <http://www.alamedahealthsystem.org/2020-meeting-agendas-and-minutes/>

OPEN SESSION / ROLL CALL

A. CLOSED SESSION (estimated 30 min)

Public comment on Closed Session items may take place prior to the Board adjourning to the Closed Session. To provide comment remotely, follow the “Public Comment Instructions” above. An announcement of any action taken during the Closed Session will take place prior to the end of the Open Session.

A1. Consideration of Confidential Medical Staff Credentialing Reports

M. Kelley Bullard, MD – Chief of Staff, AHS Medical Staff

Joseph Marzouk, MD – Chief of Staff, AH Medical Staff

A2. Conference with Legal Counsel

M. D. Moye, General Counsel

Significant Exposure to Litigation [Accreditation, Risk Management, Patient Safety]
[Government Code Section 54956.9]

Discussion of Matters Constituting Trade Secrets [Government Code Section 54962; Health & Safety Code Section 101850(ae)(1)]

(Reconvene to Open Session)

OPEN SESSION

B. ACTION: Consent Agenda (estimated 10 min)

Public comment on all Consent Agenda items may be heard prior to the Committee's vote. To provide comment remotely, follow the "Public Comment Instructions" above. The Committee does not deliberate on Consent Agenda items. Any member of the public or the Committee may request that a Consent Agenda item get pulled from the Consent Agenda for deliberation and to be voted on separately from the Consent Agenda.

B1. Approval of the Minutes of the June 25, 2020 Quality Professional Services Committee Meeting

B2. Approval of Policies and Procedures

Recommendation to the Board of Trustees for approval of the policies listed below.

AHS System

- Accounting of Disclosures (Revised) 030420
- AHS Outpatient Pharmacy ED Discharge Auto-Substitution Policy
- AHS Subpoena Public Records Act Requests (Final)
- AHS System Policy Template Ambulatory Arrival Policy 041119
- Cardiac Monitoring in Adult Telemetry Units
- Charity Care Policy
- Conditions of Admissions and Consent Policy 2020 (April Bass)
- Credit Balance Procedure 3-20 Final
- Environment Noise Reduction Policy v.2
- Financial Assistance Policy
- Financial Clearance Policy 2020
- Legal Medical Record Definition (31721_-1)_Revised 03122020
- Medicare Secondary Payer Policy 2020
- Medication Area Inspections Policy 3.2020
- Medication Selection, Procurement and Shortages 3.2020
- Medication System Drug Recall Policy 3.2020
- Physician Advisor Policy, final 02.25.20
- Self Pay and Prompt Pay Discount Policy March 2020 final draft
- System Medications Look Alike Sound Alike Policy 4.2020 CPC Approved
- Toy Cleaning Policy (15231_-1) (040120)
- WQ Resolution Policy Procedure (Final from April 033020)

Highland Hospital

- Family Birthing Center Magnesium Sulfate Therapy for OB
- Family Birthing Center Neonatal Blood Glucose Monitoring
- Family Birthing Center Vacuum-Assisted Vaginal Delivery
- FEMA Oakland Urban Search and Rescue Task Force -- Pharmacy Dept Only Policy

Alameda Hospital

- Wound VAC (Vacuum-Assisted Closure) Healing System Protocol

Standardized Procedures

- Standardized Procedures Practice Prerogatives Final Draft 061620

B3. Approval of Specialty Privilege Forms

M. Kelley Bullard, MD, AHS Chief of Staff

Department of Pathology Multifacility

Department of Surgery

- Oral and Maxillofacial Surgery Multifacility

Recommendation: Motion to Approve

END OF CONSENT AGENDA

Public comment on each Report/Discussion item may take place after the staff presentation and prior to Committee discussion. To provide comment remotely, follow the “Public Comment Instructions” above. The Committee does not vote on Report/Discussion/Information items.

C. REPORT/DISCUSSION: QPSC Chair (estimated 10 min)

Taft Bhuket, MD, Chair

C1. Ninety-Six Percent of Customers Will Leave You For Bad Customer Service. Forbes. July 2020.

C2. 10 Questions to Guide Boards Through The Pandemic. HBR. April 2020.

D. REPORT/DISCUSSION: Medical Staff Reports (estimated 10 min)

- *AHS Medical Staff: M. Kelley Bullard, MD, Chief of Staff*
Michael Ingegno, MD - SLH Leadership Committee Chair
- *AH Medical Staff: Joseph Marzouk, MD Chief of Staff*

E. REPORT/DISCUSSION: Intensive Outpatient Program Update (Estimated 10 minutes)

Palav Babaria, MD, Chief Administrative Officer

F. REPORT/DISCUSSION: SBU Quality Metric Report, Acute SBU (estimated 25 min)

Janet McInnes, Chief Administrative Officer/Chief Nurse Executive

G. REPORT/DISCUSSION: Regulatory Affairs and Patient Safety (estimated 15 min)

Tanvir Hussain, MD, Chief Quality Officer

H. True North Metric Dashboard Review (estimated 25 min)

Tanvir Hussain, MD, Chief Quality Officer

H1. Monthly Update (written report)

H2. ACTION: Approval of True North Metric Dashboard Quality Metrics (FY20-21)

I. INFORMATION: Planning Calendar/Issue Tracking (estimated 1 min)

Taft Bhuket, Chair

J. REPORT: Legal Counsel’s Report on Action Taken in Closed Session (estimated 1 min)

M. D. Moye, General Counsel

PUBLIC COMMENT: Non-Agenda Items

TRUSTEE REMARKS

ADJOURNMENT

Our Mission

Caring, Healing, Teaching, Serving All

Strategic Vision

AHS will be recognized as a world-class patient and family centered system of care that promotes wellness, eliminates disparities and optimizes the health of our diverse communities.

Values

Compassion, Commitment, Teamwork, Excellence, Integrity, and Respect.

Meeting Procedures

The Board of Trustees is the Policy Body of the Alameda Health System. The Board has several standing Committees where Board matters are the subject of discussion at which members of the public are urged to testify. Board procedures do not permit: 1) persons in the audience at a Committee meeting to vocally express support or opposition to statements by Board Members or by other persons testifying; 2) ringing and use of cell phones, pagers, and similar sound-producing electronic devices; 3) signs to be brought into the meeting or displayed in the room; 4) standing in the meeting room. Citizens are encouraged to testify at Committee meetings and to write letters to the Clerk of the Board or to its members, 1411 East 31st Street Oakland, CA 94602.

Members of the public are advised that all Board and Committee proceedings are recorded (audio), including comments and statements by the public in the course of the meetings. Copies of the audio recordings will be made available to the public. Copies of the agendas and supporting documents can be found here: <http://www.alamedahealthsystem.org/meeting-agendas-and-minutes/>. By attending and participating in Board/Committee meetings, members of the public consent to audio recording of any statements they may make during the proceedings.

Disability Access

The Meeting Rooms are wheelchair accessible. Assistive listening devices are available upon request at the Clerk of the Board's Office. To request accommodation or assistance to participate in the meeting, please contact the Clerk of the Board. Requests made at least 48 hours in advance of the meeting will help to ensure availability.

In order to accommodate persons with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to perfumes and various other chemical-based scented products. Please help us to accommodate these individuals.

The AHS Board of Trustees is committed to protecting the private health information (PHI) of our patients. We ask that speakers refrain from disclosing or discussing the PHI of others. Please also know that, should you decide to disclose your PHI, the Trustees will still likely refer your matter, to the extent it involves PHI, to the executive staff for a confidential review of the facts and for confidential handling. If you would like more information regarding the confidentiality of PHI as it relates to the Health Insurance Privacy and Accountability Act, please refer to 45CFR Section 164.101, et.seq.