



## QUALITY PROFESSIONAL SERVICES COMMITTEE MEETING

Wednesday, June 22, 2022

5:30pm-7:30pm

### Conference Center at Highland Care Pavilion

1411 East 31<sup>st</sup> Street Oakland, CA 94602

Ronna Jojola Gonsalves, Clerk of the Board

(510) 535-7515

### LOCATION:

Open Session: Telephonic/Electronic Meeting

ZOOM Meeting Link:<sup>1</sup>

<https://alamedahealthsystem.zoom.us/j/9361457125?pwd=aUF4anZtK01lRkIVMzVvQVY5NTdOZz09>

Meeting ID: 936 145 7125

Password: 20200513

One tap mobile

+14086380968,,9361457125# or

+13462487799,,9361457125#

Dial by your location

+1 408 638 0968 US (San Jose)

+1 346 248 7799 US (Houston)

+1 646 518 9805 US (New York)

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

### COMMITTEE MEMBERS

Kinkini Banerjee Taft Bhuket, MD, Chair

Jennifer Esteen Tracy Jensen

### NON-VOTING MEMBERS

*Chief of Staff – AHS Medical Staff*

*Chief of Staff - AH Medical Staff*

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<sup>1</sup> Log into the meeting at [www.zoom.com](http://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.

**NOTE: In the event that a quorum of the Board of Trustees participates on this Committee, the meeting is noticed as a Special Meeting of the Board of Trustees; however, no final Board of Trustees action can be taken.**

## QUALITY PROFESSIONAL SERVICES COMMITTEE MEETING AGENDA

**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. Due to the public health emergency, in person public participation in this meeting is prohibited. Only essential Alameda Health System personnel will be allowed to attend the meeting in person. The public may observe and participate in the meeting via the Zoom link above.

### **Public Comment Instructions**

If you wish to address the Board of Trustees or Committee send an email to [cob@alamedahealthsystem.org](mailto: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/board-of-trustees-meetings/>

### **OPEN SESSION / ROLL CALL**

#### **PUBLIC COMMENT: Non-Agenda Items**

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

#### **A. REPORT/DISCUSSION: QPSC Chair** (estimated 10 min) *Taft Bhuket, MD, Trustee*

##### **A1. Article. Ninety-Six Percent of Customers Will Leave You For Bad Customer Service. Forbes, 2020.**

#### **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 May 25, 2022, Quality Professional Services Committee Meeting**

**B2. Medical Staff Policies and Procedures**

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

- Medical Staff Peer Review Policy

**B3. Medical Staff Privilege Forms**

- Anesthesiology Multifacility
- Dentistry

***Recommendation: Motion to Approve***

**END OF CONSENT AGENDA**

*Public comment on each Report/Discussion/Information 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: Medical Staff Reports (estimated 20 min)**

- AHS Medical Staff: Irina V. Williams, MD (Chief of Medical Staff)  
Edris Afzali, MD (SLH Leadership Committee Chair)
- AH Medical Staff: Nikita Joshi, MD (Chief of Medical Staff)

**D. REPORT/DISCUSSION: Patient Safety, Regulatory Affairs, and Quality TNM Dashboard**

*Ana Torres, Vice President of Quality  
Darshan Grewal, System Director of Patient Safety  
Nilda Perez, System Director of Regulatory Affairs  
Annette Johnson, Quality Analytics Director*

**E. REPORT/DISCUSSION: Quality Improvement Project Report, Pelvic Pain Program (estimated 20 min)**

*Rebecca Falik, MD, Pelvic Pain and Endometriosis Clinic  
Teresa Randall, Rehab Services Manager*

**F. INFORMATION: Planning Calendar/Issue Tracking (estimated 1-2 min)**

*Taft Bhuket, MD, Chair*

**G. CLOSED SESSION** (estimated 10 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.*

**G1. Consideration of Confidential Medical Staff Credentialing Reports**

*Chief of Staff, AHS Medical Staff*

*Chief of Staff, AH Medical Staff*

**G2. Accreditation, Risk Management, Patient Safety**

[Health and Safety Code 101850(ai) (1)]

***(Reconvene to Open Session)***

**OPEN SESSION**

**H. REPORT: Legal Counsel’s Report on Action Taken in Closed Session**

*Ahmad Azizi, General Counsel*

**ADJOURNMENT**

**[ADDENDUM ONE: ABCs of Communication](#)**

**[ADDENDUM TWO: Committee Charter](#)**

## **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 31<sup>st</sup> 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.***