



DESERT HEALTHCARE DISTRICT
HOSPITAL GOVERNANCE AND OVERSIGHT COMMITTEE MEETING
MEETING MINUTES
May 8, 2018

Directors Present	District Staff Present	Absent
Chair, Carole Rogers, RN President, Les Zendle, MD	Herb K. Schultz, CEO Lisa Houston, COO Chris Christensen, CFO Andrea S. Hayles, Clerk of the Board	

AGENDA ITEMS	DISCUSSION	ACTION
I. Call to Order	The meeting was called to order at 10:00 a.m. by Chair Rogers	
II. Introductions	Chair Rogers invited all in attendance to introduce themselves.	
III. Approval of Agenda	Chair Rogers asked for a motion to approve the agenda.	Moved and seconded by President Zendle and Chair Rogers to approve the agenda. Motion passed unanimously.
IV. Public Comment	<p>Guests from the hearing-impaired community provided their adverse experiences of family members and as patients at Desert Regional Medical Center. Examples include delays for up to two hours for an interpreter upon arrival to the Emergency Room, Video Relay Interpretation (VRI), Telewriter (TTY), and patient safety requesting that Desert Regional Medical Center establish an Advisory Committee, including cultural sensitivity and competency training for staff.</p> <p>Hank Goodrow, RN, Desert Regional Medical Center, explained the new practice of the District for Action Minutes with the audio recording available on the website that he feels would impede the hearing-impaired community.</p>	



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	<p>Ezra Kaufman, District Resident, inquired on the regulatory requirements for translation services at a trauma center level.</p> <p>A medical student with hearing-impaired parents explained encounters with individuals in patient’s rooms that are inexperienced and providing an orientation to personnel and staff concerning hearing-impaired interpreters would assist with appropriate communication.</p> <p>Lisa Price, Director, Center for Deafness, Riverside, described the work of the organization and her experience with the agency providing other facilities with effective sensitivity training for the deaf.</p>	
<p>V. Approval of Meeting Minutes</p>	<p>Chair Rogers requested approval of the March 14, 2018 Meeting Minutes.</p>	
<p>VI. Old Business</p>	<p>None</p>	
<p>VII. New Business</p> <p>VII.1. Patient Satisfaction Survey presented by Steed McCotter, Director of Patient Experience, Desert Regional Medical Center</p>	<p>Steed McCotter, Director of Patient Experience, Desert Regional Medical Center provided a presentation on the Patient Experience Council. Mr. McCotter explained the Interactions; Culture; Perceptions; Across the Board Continuum of Care; Daily Huddles; Rounding; Validation; and explained the Patient and Family Council. The Patient Experience goal of 75 was described based on the dashboards and huddles. Additional portions of the</p>	



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	<p>presentation included an explanation of the whiteboards (AIDET) communicating the story of the patients; bedside handoffs with hand hygiene; setting expectations; updating information; patient and family member wishes; safety checks; engaging with and thanking the patient. Hourly Rounding was detailed including the 4P's – Pain, Personal Need, Positioning, and Proximity, and Ask 3 Teach 3 questions concerning medications. Effective Nurse Leader Rounding was detailed such as tracking and trending.</p>	
<p>Public Comment</p>	<p>An individual of the hearing-impaired community described his experience with the Video Relay Interpretation (VRI) system that does not work correctly when a live interpreter is necessary; thus, it is ineffective. Technology issues are often a concern such as connections. A live interpreter provides for visual and facial expressions; therefore, the VRI is not a positive patient experience.</p> <p>Hank Goodrow, RN, Desert Regional Medical Center, stated that a matter not addressed in the patient experience presentation is the opening and closing of units. Although fully staffed, units are closed at night between 9 p.m. – 12 a.m. and patients are moved to other units to reduce staffing requirements. Mr. Goodrow explained that three different patients – one with special needs did not want to relocate within</p>	



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	<p>the hospital; as a result, the patient became highly emotional. Mr. Goodrow also described maintenance issues such as proper lighting.</p> <p>Ezra Kaufman, District Resident, explained that based on the Patient Experience presentation, nurses have a significant role in the patient experience. Mr. Kaufman explained that based on the statistics Desert Regional submits to the state, of the 351 available beds, 270 beds are staffed. Mr. Kaufman further explained that the staff occupancy rate for the first 3 months of 2017 was 99.81%; the second three months of the year was 99.99%, and the percentage decreased the latter part of the year. Mr. Kaufman inquired if the patients awaiting beds obtain a whiteboard and rounding.</p>	
<p>VIII. Adjournment</p>	<p>Chair Rogers adjourned the meeting at 11:14 a.m.</p>	<p>Audio recording available on the website at http://dhcd.org/Hospital-Governance-Oversight-Committee</p>

ATTEST: _____
 Carole Rogers, Chair/Vice-President/Secretary
 Hospital Governance and Oversight and Committee

Minutes respectfully submitted by Andrea S. Hayles, Clerk of the Board