



**TETON VALLEY  
HEALTH CARE**

*Partners in Health for a Lifetime*

120 East Howard Avenue, Driggs, Idaho 83422

208-354-2383

**Teton Valley Health Care Board of Trustees  
Quality Services Committee  
Wednesday November 10, 2010  
Hospital Board Room  
4:00 pm**

**Agenda:**

1. Welcome
2. Utilization statistics
  - Review fourth quarter and FY 2010 stats
3. Quality Indicators
  - Update reporting status
  - Hospital Compare State grant
4. Studer Pillars program
  - Review progress
5. Patient Satisfaction
  - Inpatient / modified HCAHPS survey update
  - Ambulatory surgery survey update
  - Outpatient / Clinic survey update
  - Patient complaints -- review current status
6. National Patient Safety Goals #1 – Patient identification
  - Review JC & NPSG recommendations
  - Review Studer Patient Safety toolkit recommendations
  - Review TVH Policy & Procedures that relate to patient identification
7. Evaluating the patient safety culture at TVHC
  - Qualis program
8. Establish goals for next meeting