



**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

Tuesday, November 29, 2011
Hospital Board Room
4:00 pm

Agenda

1. Welcome
2. Utilization Statistics
 - Review FY 2011, Q4 (Jul, Aug, Sep) stats and complete FY 2011 stats
3. Quality Indicators
 - Review progress on IHA Quality Indicators data reporting
 - Review progress for BC of Idaho Hospital Quality Initiative program
4. Quality Improvement program
 - Review progress with establishing new Studer Pillar goals
 - Continuity of Care
 - Patient Safety
 - Comprehensive Customer Service
 - Policy Tech Improvements
 - Improving Staff Morale and Communications
6. Patient Satisfaction
 - Inpatient / modified HCAHPS survey update
 - Ambulatory surgery survey update
 - Outpatient / Clinic survey update
 - Review revised survey
7. National Patient Safety Goals
 - Review 2011 National Patient Safety Goals
 - Identify next goal for evaluation by the committee
8. Evaluating the patient safety culture at TVHC
 - Discuss implementation plan for TVHC
9. Establish goals for next meeting