



Teton Valley Health Care
Board of Trustees
Quality Services Committee

Hospital Board Room
Tuesday February 14, 3:30 pm

Agenda

1. Welcome
2. Utilization Statistics
 - Review FY 2012, Q4 (Oct, Nov, Dec) 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 – review data for calendar year 2011
 - Ambulatory surgery survey update – review data for calendar year 2011
 - Outpatient / Clinic survey update
 - Review revised survey
 - Implementation progress
7. National Patient Safety Goals
 - Identify next goal for evaluation by the committee
8. Establish goals for next meeting