Enhancing Life
LibertyHealth
Jersey City Medical Center

Engagement/Operations Council
June 13, 2012 Meeting Minutes

PRESENT: See attached sign in sheet

TOPIC	DISCUSSION	FOLLOW-UP / OUTCOME
Meeting called to order by Rita Smith at 9:35am		
I. Minutes	a. Review of May meeting minutes.	
II. Old Business	a. Dr. Bessette explains that Navio will begin sending patients text message and email surveys upon completion of the testing phase. Currently the process is being piloted on ED staff. No problems have been reported thus far. b. Received price quote from Press Ganey for the online survey process in the ED. The cost was a very expensive $45,000. Joe Scott will be in conversations with the new CEO of Press Ganey about how the survey process will be changing to adapt to the various new demographic populations.	- Must check to see if a user defined field can be incorporated into STAR to quickly assess whether consent to give text/email surveys was given (E. Szperka) - Inquire whether LH can utilize a secure kiosk or iPad to have patients complete the surveys (T. Toney)
III. New Business	a. R. Smith explained the new pilot programs currently taking place on 7 West and 6 East. These programs involve patient engagement staff rounding on a unit continuously addressing patient issues. On 6 East this process is being done utilizing a PCT (Patient Care Technician). Mr. Scott suggests continuing monitoring the processes and ultimately putting resources behind the better of the two processes.	- A representative from Press Ganey will come to present to the Administrative Conference. The powerpoint must be reviewed in advance of the presentation. (R. Pamplona)
IV. Standing Reports	a. VP Rounding Report was addressed. The issues that were already resolved must be removed from the report in preparation for newly completed rounding forms. b. There is currently a board exhibit ($250k) to upgrade the computer system which will address constant issues. c. Discussion needs to be had with K. Kharode in regards to upgrading the	- Begin discussion with R. Smith and B. Hall regarding the Patient Satisfaction team (T. Toney) - Physician satisfaction update must be made at the July meeting of the Engagement/Operations council (Dr. Garay) - Meeting to address housekeeping/dietary issues must be scheduled (B. Ashe / R. Smith)

	Radiology scheduling system. PHS system is antiquated. SCI system is a better system that needs vetting. d. A meeting to discuss issues must take place including dietary and housekeeping departments. The evening shift is unacceptable. May be negatively impacting satisfaction scores. e. There is a need to replace ventilators on the respiratory unit. f. R. Smith states that a weekly meeting is planned to address transferring patients to the wrong level of care. g. The NDNQI survey is currently being administered. The response rate is currently 58%. The hospital is striving for 100% with one week left for survey completion. h. Badge activator must be installed on 5 West for the medication room. B. Cook will be notified.	
V. Open Forum **Meeting adjourned at 10:37am**	a. J. Scott states that there are 8 openings on the housekeeping staff.	

Enhancing Life

LibertyHealth

SIGN-IN SHEET
Engagement/Operation Process Council
McLaughlin Board Room, Executive Administration
3 East
June 13, 2012

NAME	TITLE	DEPARTMENT
RITA SMITH	SUP/CNO	
MICHELE LOPEZ	NM	
MARILYN SARNOWSKI	NM	
Elenita Ajose	NM	GW
Clare Civelli	NM	7E/7W
Eileen Szperka	DIRECTOR	IT
Kelly Anh Loo	NM	OR
Raul Pamplona	Patient Rep.	P.R.
NANCY PAIN	APN	Palliative Care
Bui Ashe	DIR	NUTRITION
Selina Bray	Nurse Mngr	5 West
Tyshawn Toney	Data Manager	Quality Mgmt
Michael Bessette	Chair EM	EM