

BOARD OF TRUSTEES

Quality Committee

Tuesday, January 10, 2023
12:00 P.M.

BOARD ROOM
4800 Fournace Place, Bellaire, Texas 77401

The meeting may be viewed online at: <http://harrishealthtx.swagit.com/live>

Notice: Some Board Members may participate by videoconference.

Mission

Harris Health is a community-focused academic healthcare system dedicated to improving the health of those most in need in Harris County through quality care delivery, coordination of care, and education.

AGENDA

- | | | |
|--|------------------------------|-----------------|
| I. Call to Order and Record of Attendance | Dr. Andrea Caracostis | 1 min |
| II. Approval of the Minutes of Previous Meeting | Dr. Andrea Caracostis | 2 min |
| <ul style="list-style-type: none"> • Quality Committee Meeting – November 30, 2022 | | |
| III. Harris Health Safety Message: Catheter Associated Urinary Tract Infection (CAUTI) – Dr. Steven Brass | | 5 min |
| IV. Presentation Regarding Harris Health’s “Don’t Wait to Escalate” Educational Campaign – Dr. Yashwant Chathampally | | 5 min |
| V. Update Regarding Quality Assessment & Performance Improvement (QAPI) Contracted Services Oversight – Ms. Monica Carbajal | | 5 min |
| VI. Executive Session | Dr. Andrea Caracostis | 70 min |
| <ul style="list-style-type: none"> A. Report Regarding Quality of Medical and Healthcare, Pursuant to Tex. Health & Safety Code Ann. §161.032, Tex. Occ. Code Ann. §160.007, and Tex. Occ. Code Ann. §151.002, to Receive Peer Review and/or Medical Committee Report in Connection with the Evaluation of the Quality of Medical and Healthcare Services – Dr. Steven Brass and Dr. Yashwant Chathampally | | <i>(65 min)</i> |
| <ul style="list-style-type: none"> B. Report by the Executive Vice President, Chief Compliance and Risk Officer, Regarding Compliance with Medicare, Medicaid, HIPAA and Other Federal and State Health Care Program Requirements and a Status of Fraud and Abuse Investigations, Pursuant to Texas Health & Safety Code §161.032, and Possible Action Regarding this Matter Upon Return to Open Session – Ms.Carolynn Jones | | <i>(5 min)</i> |

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| VII. Reconvene | Dr. Andrea Caracostis | 1 min |
| VIII. Adjournment | Dr. Andrea Caracostis | 1 min |

HARRIS HEALTH SYSTEM
MINUTES OF THE BOARD OF TRUSTEES
QUALITY COMMITTEE MEETING
Wednesday, November 30, 2022
1:00 PM

AGENDA ITEM	DISCUSSION	ACTION/RECOMMENDATIONS
I. Call to Order and Record of Attendance	Dr. Andrea Caracostis, Chair, called the meeting to order at 1:01 p.m. It was noted that a quorum was present and the attendance was recorded. Dr. Caracostis announced that while some board members are in the room, others will participate by videoconference as permissible by state law and the Harris Health Videoconferencing Policy. Only participants scheduled to speak have been provided dial in information for the meeting. All others who wish to view the meeting may access the meeting online through the Harris Health website: http://harrishealthtx.swagit.com/live .	
II. Approval of the Minutes of Previous Meeting Quality Committee Meeting – October 4, 2022		Moved by Dr. Arthur Bracey, seconded by Ms. Alicia Reyes, and unanimously approved the minutes of the previous meeting.
III. Harris Health Safety Message: Clostridium Difficile (C-diff)	Dr. Steven Brass, Executive Vice President & Chief Medical Executive, delivered a Minute for Medicine video series centered on Clostridium Difficile (C-diff). He stated that Harris Health’s C-diff rates fall below the national benchmarks. He shared that he is very proud of the great work being done to reduce the C-diff rates, including the Systems’ antivirus stewardship, infectious disease practices and several of the clinical order sets put into place. A copy of the presentation is available in the permanent record.	As Presented.

AGENDA ITEM	DISCUSSION	ACTION/RECOMMENDATIONS
<p>IV. Presentation and Discussion Regarding Emergency Care Research Institute (ECRI) Top 10 Patient Safety Concerns 2022</p>	<p>Ms. Debbi Garbade, Vice President, Patient Safety and Risk Management, delivered a presentation regarding Emergency Care Research Institute (ECRI) Top 10 Patient Safety Concerns 2022. She stated that ECRI is the global authority on patient safety and technology, which houses the largest database of patient safety event data. She also noted that ECRI performs forensic equipment investigations as well as independent medical device evaluations. Ms. Garbade shared that Harris Health applied a Failure Modes and Effects Analysis (FMEA) for the use in continuous improvement. ECRI’s top 10 patient safety concerns include: 1) staffing shortages, 2) COVID-19 effects on healthcare workers’ mental health, 3) Bias and racism in addressing patient safety, 4) Vaccine coverage gaps and errors, 5) Cognitive biases and diagnostic error, 6) Non-ventilator healthcare-associated pneumonia, 7) Human factors in operationalizing telehealth, 8) International supply chain disruptions, 9) Products subject to emergency use authorization, and 10) Telemetry monitoring. Ms. Garbade provided a high-level overview of ECRI’s top 10 patient safety concerns identified as well Harris Health’s successes, interventions, process improvement and corrective actions plans developed to help address the patient safety concerns. Dr. Arthur Bracey inquired how this information is used to stimulate reporting. Dr. Brass stated that it’s a culture of safety. He shared that as Harris Health moves towards its journey towards a high-reliability organization (HRO), leadership encourages speaking up for safety and event report. Additionally, Dr. Brass highlighted the Good Catch Award Program, which recognizes individuals who speak up for safety issues, serves as a tracking metrics and makes those numbers known throughout the organization. A copy of the presentation is available in the permanent record.</p>	<p>As Presented.</p>
<p>V. Presentation and Discussion Regarding Gastrointestinal Service Line</p>	<p>Dr. Brooks Cash, Interim Medical Director, Gastroenterology, University of Texas Health Science Center at Houston (UTHealth), delivered a presentation regarding Gastrointestinal (GI) Service Line. Dr. Cash and Dr. R. J. Sealock, GI, Baylor College of Medicine (BCM), shared several noteworthy awards and accomplishments received by the GI physicians at Lyndon B. Johnson and Ben Taub Hospitals. Dr. Cash provided an outline of the GI service line year in review. Ms. Amineh Kostov, Vice President, System Service Lines, touched upon the GI service line measures as well as the academic year 2023 goals. Dr. Caracostis inquired regarding the volume of colonoscopy procedures. Dr. Esmail Porsa, President & Chief Executive Officer, reported approximately 3,000 outstanding colonoscopies.</p>	<p>As Presented.</p>

AGENDA ITEM	DISCUSSION	ACTION/RECOMMENDATIONS
	<p>He mentioned that upon the re-opening of the Quentin Mease facility, Harris Health will see a reduction in the number of outstanding colonoscopies and going forward, will better manage the colonoscopy backlogs. Ms. Alicia Reyes expressed her thanks to the GI staff, physicians, and committee members for their hard work and dedication on performing a system-wide assessment. Dr. Bracey inquired regarding the staffing needs. Dr. Jackie Brock, Executive Vice President & Chief Nursing Executive, stated that Harris Health has the appropriate physicians allocated. She shared that there are full – time equivalents (FTE) available, however, Harris Health struggles to get them and keep them filled. Dr. Brock stated that there are ongoing efforts and they have been making ground. A copy of the presentation is available in the permanent record.</p>	
<p>VI. Consideration of Approval of the 2023 – 2024 Harris Health Utilization Review Plan</p>	<p>Dr. Jason Chung, Associate Chief Medical Officer & Senior Vice President, Medical Affairs and Utilization, presented the 2023 – 2024 Harris Health Utilization Review (UR) Plan. A biennial review of the UR Plan is required by the Centers for Medicare & Medicaid Services (CMS) Conditions of Participation and the Medical Staff Bylaws. Dr. Chung highlighted the following updates to the UR plan: 1) Appendix A lists the ongoing UR initiatives and has been updated to reflect the current system and pavilion-based UR areas of focus, and 2) Appendix C to include updated Extended Stay workflows involving Care Management, the Physician Advisor’s and Utilization Management. A copy of the UR plan and executive summary are available in the permanent record.</p>	<p>Moved by Dr. Arthur Bracey, seconded by Ms. Alicia Reyes, and unanimously accepted that the committee recommends that the Board approve item VI.</p>
<p>VII. Executive Session</p>	<p>At 1:39 p.m., Dr. Caracostis stated that the Quality Committee of the Board of Trustees would go into Executive Session as permitted by law under Tex. Health & Safety Code Ann. §161.032, Tex. Occ. Code Ann. §160.007, and Tex. Occ. Code Ann. §151.002.</p>	
<p>A. Report Regarding Quality of Medical and Healthcare, Pursuant to Tex. Health & Safety Code Ann. §161.032, Tex. Occ. Code Ann. §160.007, and Tex. Occ. Code Ann. §151.002, to Receive Peer Review and/or Medical Committee Report in Connection with the</p>		<p>No Action Taken.</p>

AGENDA ITEM	DISCUSSION	ACTION/RECOMMENDATIONS
Evaluation of the Quality of Medical and Healthcare Services		
B. Report by the Executive Vice President, Chief Compliance and Risk Officer, Regarding Compliance with Medicare, Medicaid, HIPAA, Other Federal and State Healthcare Program Requirements and an Update on the Status of Fraud and Abuse Investigations, Pursuant to Tex. Health & Safety Code Ann. §161.032, and Possible Action Regarding this Matter Upon Return to Open Session		No Action Taken.
VIII. Reconvene	At 2:26 p.m., Dr. Caracostis reconvened the meeting in open session; she noted that a quorum was present and that no action was taken in Executive Session.	
IX. Adjournment	Moved by Ms. Alicia Reyes, seconded by Dr. Arthur Bracey, and unanimously approved to adjourn the meeting. There being no further business, the meeting adjourned at 2:26 p.m.	

I certify that the foregoing are the Minutes of the Meeting of the Quality Committee of the Board of Trustees of the Harris Health System held on November 30, 2022.

Respectfully submitted,

Andrea Caracostis, M.D., MPH, Chair

Recorded by Cherry Pierson

Wednesday, November 30, 2022

Harris Health System Board of Trustees Board Meeting – Quality Committee Attendance

Note: For Zoom meeting attendance, if you joined as a group and would like to be counted as present, please submit an email to: BoardofTrustees@harrishealth.org before close of business the day of the meeting.

QUALITY COMMITTEE BOARD MEMBERS PRESENT	QUALITY COMMITTEE BOARD MEMBERS ABSENT	OTHER BOARD MEMBERS PRESENT
Dr. Andrea Caracostis (Chair)	Dr. Ewan D. Johnson	Ms. Jennifer Tijerina
Dr. Arthur W. Bracey (Ex-Officio)		
Ms. Alicia Reyes		

EXECUTIVE LEADERSHIP
Dr. Esmaeil Porsa, President & Chief Executive Officer
Ms. Amineh Kostov, Vice President, System Service Lines,
Ms. Amy Smith, Senior Vice President, Transitions & Post-Acute Care
Mr. Anthony Williams, Vice President, Compliance Officer
Ms.Carolynn Jones, Executive Vice President & Chief Compliance and Risk Officer
Ms. Debbi Garbade, Vice President, Patient Safety & Risk Management, Quality & Safety Office
Dr. Esperanza “Hope” Galvan, Interim Senior Vice President, Chief Health Officer
Dr. Glorimar Medina-Rivera, Executive Vice President, Ben Taub Hospital
Dr. Hemant Roy, Vice Chair, Harris Health System & Ben Taub Hospital
Dr. Jackie Brock, Executive Vice President & Chief Nursing Executive
Dr. Jason Chung, Associate Chief Medical Officer & Senior Vice President, Medical Affairs and Utilization
Dr. Jennifer Small, Executive Vice President, Ambulatory Care Services
Dr. John Foringer, Chair, Medical Executive Board
Dr. Joseph Kunisch, Vice President, Quality Programs
Mr. Louis Smith, Senior Executive Vice President & Chief Operating Officer
Ms. Maria Cowles, Senior Vice President, Chief of Staff
Dr. Martha Mims, Vice Chair, Medical Executive Board
Dr. Matasha Russell, Chief Medical Officer, Ambulatory Care Services
Dr. Maureen Padilla, Senior Vice President, Nursing Affairs & Support Services
Mr. Michael Kaitschuck, Vice President - Clinical Documentation Integration
Ms. Monica Carbajal, Vice President, Contract Administration

Ms. Olga Llamas Rodriguez, Vice President, Community Engagement & Corporate Communications
Dr. Otis Reggie Ekins, Chief Medical Officer, Correctional Health
Ms. Patricia Darnauer, Executive Vice President, Lyndon B. Johnson Hospital
Ms. Sara Thomas, Vice President Legal Affairs/Managing Attorney, Harris County Attorney's Office
Dr. Sandeep Markan, Chief of Staff, Ben Taub Hospital
Dr. Steven Brass, Executive Vice President & Chief Medical Executive
Dr. Tien Ko, Chief of Staff, Lyndon B. Johnson Hospital
Dr. Yashwant Chathampally, Associate Chief Medical Officer & Senior Vice President, Quality and Patient Safety

OTHERS PRESENT	
Antoinette "Toni" Cotton	Jerald Summers
Cecelia Currier	Matthew Schlueter
Cherry Pierson	Nicholas Bell
Daniel Smith	Paul Lopez
Derek Curtis	Randy Manarang
Brooks Cash, MD	Robert Jay "RJ" Sealock, MD
Ebon Swofford	Tai Nguyen
Elizabeth Winn	Yolanda Wall
Jennifer Zarate	

Tuesday, January 10, 2023

Harris Health Safety Message

- Video: Harris Health Minute for Medicine – Catheter Associated Urinary Tract Infection (CAUTI)

HARRISHEALTH SYSTEM

HRO Safety Message

**Steven Brass, MD, MPH, MBA
EVP, Chief Medical Executive**

**Board of Trustees Quality Committee
January 10, 2023**

SAFETY MESSAGE

HARRIS
HEALTH
SYSTEM

ZERO
HARM

Safety 1st. Always.

Having a High-reliability Organization's Mindset

High-reliability Organizations (HROs) are those that successfully complete their missions despite massive complexity and high risk. Examples include the Federal Aviation Administration's Air Traffic Control system, aircraft carriers, and nuclear power plants. In each case, even a minor error could have catastrophic consequences. Yet, adverse outcomes in these organizations are rare. The key components of High Reliability Organizations (HROs), including leadership, a safety-focused culture, and a dedication to continuous learning and improvement.



HRO Mindset: Link to video

- 7-HarrisHealth_MinuteForMedicine CAUTI- Catheter Associated Urinary Tract Infection
- <https://youtu.be/9Wfcor7ZsCA>

BOARD OF TRUSTEES

Quality Committee

HARRISHEALTH
SYSTEM

Tuesday, January 10, 2023

Presentation Regarding "Don't Wait to Escalate"



Don't Wait To Escalate

**Yashwant Chathampally, MD, MSc
Associate CMO, SVP, Quality & Patient Safety**

**Board of Trustees Quality Committee
January 10, 2023**

DONT WAIT
TO ESCALATE



Call the Rapid Response Team for:

- Acute change in **pulse, blood pressure, respiratory status** or **mental status**
- Acute or significant **bleeding**
- Signs and symptoms of **stroke**
- New, repeated or prolonged **seizures**
- New onset **chest pain**
- Failure to respond to treatment for an acute symptom or problem, such as chest pain refractory to nitroglycerine
- Staff, patient and/or family feel immediate intervention is indicated

Early RRT Activation and ICU Transfer Saves Lives.

DON'T WAIT
TO ESCALATE



Request ICU Admission* for:

- Critically ill, unstable patients in need of intensive treatment and monitoring that cannot be done outside the ICU
- Patients who require intensive monitoring and may potentially need immediate interventions

*ICU admission decisions may be based on several models using **prioritization, diagnosis, and objective parameters** to place critically ill patients in the appropriate ICU units.

Early RRT Activation and ICU Transfer Saves Lives.

Tuesday, January 10, 2023

Update Regarding Contracted Services Oversight

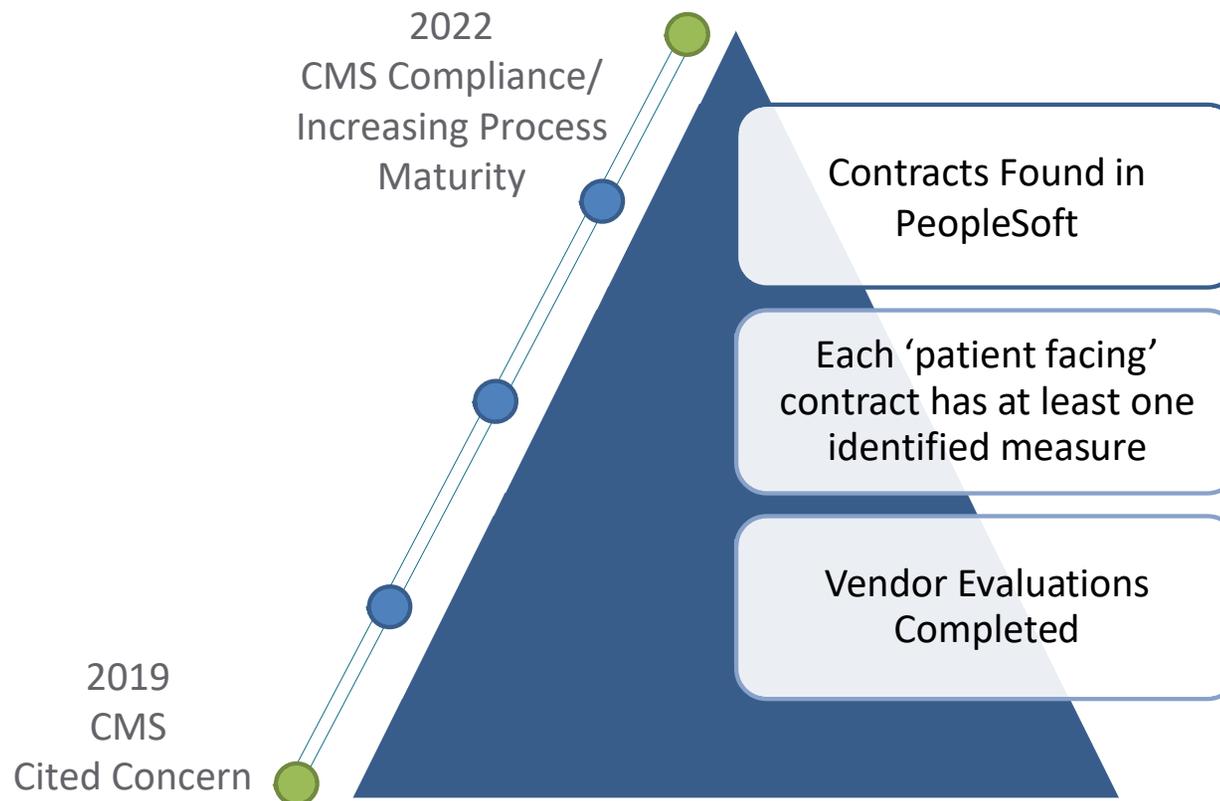
HARRISHEALTH SYSTEM

**QAPI Contracted
Services Oversight Update**

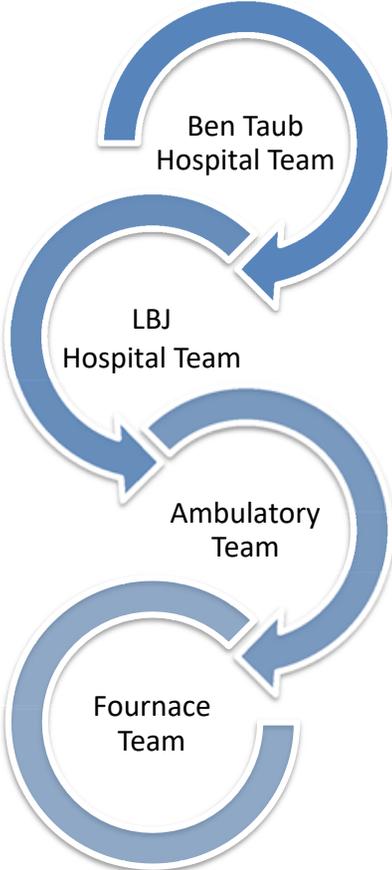
**Monica Carbajal, MBA
VP, Contract Administration**

**Board of Trustees Quality Committee
January 10, 2023**

QAPI Contracted Services Oversight



Multidisciplinary Committee



QAPI Contracted Services Committee Members:

Area/Role	Member Name
Executive Sponsor	Mike Hill
Committee Chair	Monica Carbajal
Medical Director(s)	Dr. Sandeep Markan, Dr. Tien Ko, Dr. Matasha Russell
Quality, Risk & Patient Safety	Yashwant Chathampally, Joseph Kunisch
Nursing	Pamela Russell
Operations	Louis Smith, Amy Smith, Jennifer Small, Aown Syed, Jamie Hons
Support Services	Chris Okezie
Pharmacy, Lab	Michael Nnadi
Corporate Compliance	Vivian Ho-Nguyen
Harris County Purchasing	Jack Adger
Harris County Attorney’s Office	Holly Gummert

Amineh Kostov (Service Lines) and ASC representatives being added at next meeting

Vendor Evaluations

- Vendor evaluation requested six (6) months prior to contract renewals;
- Contract owners urged to identify any patient quality concerns and also any operational challenges encountered;
- Contract owners urged to include physician feedback in vendor evaluations;
- Negative evaluations reviewed with contract owner and addressed with vendor, as applicable.

Keys to Success



Tuesday, January 10, 2023

Executive Session

Report Regarding Quality of Medical and Healthcare, Pursuant to Tex. Health & Safety Code Ann. §161.032, Tex. Occ. Code Ann. §160.007, and Tex. Occ. Code Ann. §151.002, to Receive Peer Review and/or Medical Committee Report in Connection with the Evaluation of the Quality of Medical and Healthcare Services

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