



**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, March 17, 2010
Hospital Board Room
4:00 pm**

Agenda

- 1. Review membership and welcome new members**
- 2. Report progress on the following quality issues:**
 - Utilization statistics
 - Provider peer review
 - Quality Indicators reporting
 - Studer Pillars program progress
- 3. TVHC Quality Improvement Program**
 - Review updated draft
- 4. Patient Satisfaction**
 - Review current status of development and implementation of surveys
 - Review current resources for administering surveys and collating data
 - Inpatient / modified HCAHPS survey
 - Ambulatory surgery survey
 - Outpatient / Clinic survey
 - Emergency Department survey
 - Update on “call backs” for orthopedic surgery patients
- 5. Establish goals for next meeting**