



**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  
Thursday, May 13, 2010  
Hospital Board Room  
4:00 pm**

**Agenda**

**1. Welcome**

**2. Utilization statistics**

- Review new stats – surgery data

**3. Quality Indicators**

- Report progress on expanding reporting

**4. Studer Pillars program**

- Review progress

**5. 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

**6. National Patient Safety Guidelines**

- Introduce as topic for further discussion

**7. Establish goals for next meeting**

Note: An Executive Session may be held for portions of the above scheduled agenda items by a majority vote of the Teton Valley Health Care Board of Trustees in accordance with Idaho Code 67-2345.