



**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 July 21, 2010
Hospital Board Room
4:00 pm**

Agenda

1. Welcome
2. Utilization statistics
 - Review third quarter stats
3. Quality Indicators
 - Update reporting status
4. Studer Pillars program
 - Review progress
5. Patient Satisfaction
 - Inpatient / modified HCAHPS survey
 - Housekeeping survey
 - Ambulatory surgery survey
 - Outpatient / Clinic survey
 - Patient complaints -- review current status
6. Strategic Plan 2011-2013
 - Review Quality goals
7. Establish goals for next meeting