



**WEST CONTRA COSTA HEALTHCARE DISTRICT
DOCTORS MEDICAL CENTER**

**GOVERNING BODY
BOARD OF DIRECTORS**

**WCCHD DOCTORS MEDICAL CENTER
GOVERNING BODY BOARD OF DIRECTORS
PATIENT SATISFACTION COMMITTEE
MAY 22, 2012 - 4:00 P.M.
Doctors Medical Center - Cafeteria
2000 Vale Road
San Pablo, CA 94806**

COMMITTEE MEMBERS:
(see attached list)

AGENDA

- 1. PATIENT SATISFACTION RETREAT AGENDA (ATTACHED)**

PATIENT SATISFACTION RETREAT
DMC Cafeteria

May 22, 2012
4:00pm – 7:00pm

AGENDA ITEM	PRESENTER
I. SIGN-IN AND SEATING	-----
II. WELCOME AND INTRODUCTIONS	Dawn Gideon Interim CEO
III. VIDEO: It's A Dog's World	Vanika Moeller Patient Relations Coordinator
IV. YOU SPOKE, WE LISTENED: Updates from the previous retreat <ul style="list-style-type: none"> ○ Overview ○ Tele Unit Expansion ○ Rapid Cycle Improvement Project ○ Leadership Development ○ Patient Safety Rounds 	Vanika Moeller Patient Relations Coordinator Bobbi Ellerston Interim VP, Patient Care Services Bobbi Ellerston Interim VP, Patient Care Services Dawn Gideon Interim CEO Vanika Moeller Patient Relations Coordinator
V. BREAK	-----
VI. CLINICAPHOBIA: <ul style="list-style-type: none"> ○ Presentation- Being empathetic towards patients' fears, when seeking to make change. ○ Activity- Take a moment and discuss whether or not you would be a patient at DMC. Write down what your greatest fear would be if you were admitted today. ○ Data- Results from survey of hospital staff. 	Vanika Moeller Patient Relations Coordinator
VII. HCAHPS: Changes to come within the next year	Vanika Moeller Patient Relations Coordinator
VIII. WRAP-UP AND NEXT STEPS	Dawn Gideon Interim CEO
IX. EVALUATIONS	-----

PATIENT SATISFACTION COMMITTEE MEMBERS

Abid Majid
Andrea Torress
Andrew Baltazar
Ashiana Khan
Barbara Ewing
Bobbi Ellerston
Bonnie Barnes
Bruce Blakeney
Carla Knight
Carlos Gonzalez
Carolyn Bowden
Cathy Fajardo
Cathy King
Cecilia Ramos
David Wren, M.D.
Dawn Gideon, CEO
Denise Ricker
Eric Zell
Essie Green
Hyman Tufail, M.D.
Irma Anderson
James Naughton, M.D.
Jason Shorter
Jim Boatman, CFO
John Hardy
Juli Ahr
Karen Taylor
Kathy White
Laddie Belmonte
Laurel Hodgson, M.D.
Lisa Davis
Mark Barnes
Patricia Tidwell
Remy Goldsmith
Robert McCauley
Scottus Smith
Seth Thomas, M.D.
Sharon Drager, M.D.
Shelly Arnold
Therese Helser
Tracy Taylor
Vanika Moeller
Walley Blackwood