



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

PATIENT SATISFACTION COMMITTEE

**WCCHD DOCTORS MEDICAL CENTER
PATIENT SATISFACTION COMMITTEE
FEBRUARY 5, 2013 – 4:00 P.M.
Doctors Medical Center - Cafeteria
2000 Vale Road
San Pablo, CA 94806**

Governing Body Members

*Eric Zell
Irma Anderson
Deborah Campbell
Sharon Drager, M.D.
Richard Stern, M.D.*

Other Members

Attached

AGENDA

- | | |
|---|----------------|
| 1. CALL TO ORDER | Robert Redlo |
| 2. ROLL CALL | Robert Redlo |
| 3. PUBLIC COMMENTS
<i>[At this time persons in the audience may speak on any items not on the agenda
and any other matter within the jurisdiction of the of the Patient Satisfaction Committee]</i> | Robert Redlo |
| 4. OPENING OVERVIEW | Robert Redlo |
| 5. PERFORMANCE IMPROVEMENT REVIEW | Vanika Moeller |
| 6. GUEST PRESENTATION | Sandy Myerson |
| 8. WRAP UP AND NEXT STEPS | Robert Redlo |
| 9. EVALUATIONS | Robert Redlo |

NAME		DEPARTMENT/POSITION
Last	First	
Anderson	Irma	Board Member
Appling	William	Director of Plant Operations
Arnold	Shelly	Imaging Scheduler
Arroyo	Julio	Union Representative
Belmonte	Laddie	RN-Emergency Department
Blackwood	Walley	Central Supply
Blakeney	Bruce	Chaplain Coordinator
Boatman	Jim	CFO
Chavez	Chadwick	Director of Environmental Services
Drager	Sharon	MD- Former Chief of Staff
Ellerston	Bobbie	Interim VP of Patient Care Services
Ewing	Barbara	RN-5th Floor
Fajardo	Cathy	RN-4th Floor
Fillingim	Jerry	Union Representative
Gideon	Dawn	Interim CEO
Green	Essie	RN-7th Floor
Hall	Melissa	Director of Interdisciplinary Informatics
Hardy	John	VP Human Resources
Helser	Therese	Pharmacy Director
Hodgson	Laurel	MD- Chief of Staff
Johnson	Juli	PI Coordinator
Johnson	Kim	
Johnson	Malcolm	MD- Emergency Services Medical Director
Lago	Liezel	Education Coordinator
LeBeau	Steven	Critical Care Educator
Majid	Abid	MD- Intensivist
McCauley	Robert	Union Representative
McGee	Leslie	Med-Surg Clinical Educator
Moeller	Vanika	Patient Relations
Naughton	James	MD- Alliance Group
Redlo	Bob	VP Patient/Labor Relations and Workforce Development
Ricker	Denise	MD- Medical Peer Chair
Shorter	Jason	Emergency Services Director
Smith	Scottus	Admitting Representative-Outpatient
Taylor	Tracy	Nutrition/Dietary Services
Tidwell	Patricia	Patient/Volunteer
Tiernan	Peter	Union Representative
Torres	Andrea	Admitting Representative-DMC
Tufail	Humayun	MD- Galen Supervisor
Watterlond	Wiley	Imaging Director
White	Kathy	Interim COO/CNO
Zell	Eric	Board Member