



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

PATIENT SATISFACTION COMMITTEE

**WCCHD DOCTORS MEDICAL CENTER
PATIENT SATISFACTION COMMITTEE
DECEMBER 5, 2012 – 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 | Bob Redlo |
| 2. ROLL CALL | Bob 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> | Bob Redlo |
| 4. OPENING OVERVIEW | Bob Redlo/
Laurel Hodgson, M.D. |
| 5. PERFORMANCE IMPROVEMENT REVIEW | Bob Redlo/
Vanika Moeller |
| 6. GUEST PRESENTATION | Sandy Myerson |
| 7. EDUCATION TEAM DEVELOPMENT | Vanika Moeller |
| 8. WRAP UP AND NEXT STEPS | Bob Redlo |
| 9. EVALUATIONS | Bob Redlo |

NAME		DEPARTMENT/POSITION
Last	First	
Anderson	Irma	Board Member
Appling	William	Director of Plant Operations
Arnold	Shelly	Imaging Scheduler
Belmonte	Laddie	RN-Emergency Department
Blackwood	Walley	Central Supply
Blakeney	Bruce	Chaplain Coordinator
Boatman	Jim	CFO
Chavez	Chadwick	Director of Environmental Services
Davis	Lisa	Union Representative
Drager	Sharon	MD- Former Chief of Staff
Ellerston	Bobbi	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
Hardy	John	VP Human Resources
Helser	Therese	Pharmacy Director
Hodgson	Laurel	MD- Chief of Staff
Johnson	Juli	PI Coordinator
Johnson	Kim	Admitting
Knight	Carla	Surgical Services and MICU Director
Majid	Abid	MD- Intensivist
McCauley	Robert	Union Representative
McGee	Leslie	Clinical Education
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	Karen	Quality/Risk Management Director
Taylor	Tracy	Nutrition/Dietary Services
Thomas	Seth	MD- Emergency Services Medical Director
Tidwell	Patricia	Patient/Volunteer
Torres	Andrea	Admitting Representative-DMC
Tufail	Humayun	MD- Galen Supervisor
Watterlond	Wiley	Imaging Director
White	Kathy	Interim COO/CNO
Zell	Eric	Board Member