



**WCCHD DOCTORS MEDICAL CENTER
GOVERNING BODY BOARD OF DIRECTORS
PATIENT SATISFACTION COMMITTEE
August 29, 2012 - 4:30 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

August 29, 2012
4:30pm – 7:00pm

AGENDA ITEM	PRESENTER
I. Sign-In and Seating	—
II. Opening Overview Welcoming of guests and retreat expectations	Bob Redlo VP of Patient Relations, Labor Relations and Workforce Development Vanika Moeller Patient Relations Coordinator
III. The Challenge	Dawn Gideon Interim CEO
IV. You Spoke We Listened Review of Telemetry expansion and PDSA project	Bobbi Ellerston Interim VP of Patient Care Services
V. Culture Change: Denial, Habit, Sustainment	Vanika Moeller Patient Relations Coordinator
VI. Benchmarking For Breakthrough Establishing realistic goals, Initiating our implementation process <i>-Interactive Discussion-</i>	Katie Drevs Client Improvement Manager Press Ganey Associates, Inc.
VII. Employee Recognition Program Rewarding good behavior Patient perspective and other recommendations	Vanika Moeller Patient Relations Coordinator Patricia Tidwell Patient Representative and Volunteer
VIII. Wrap-up and Next Steps Setting the next meeting date	Bob Redlo VP of Patient Relations, Labor Relations and Workforce Development
IX. Evaluations Review of summit and ideas for improvement	Bob Redlo VP of Patient Relations, Labor Relations and Workforce Development

PATIENT SATISFACTION COMMITTEE MEMBERS

Abid Majid,MD- Intensivist
Andrea Torress, Admitting Representative-DMC
Barbara Ewing, 5th Floor RN
Bob Redlo, VP Patient/Labor Relations and Workforce Development
Bobbi Ellerston, Interim VP of Patient Care Services
Bonnie Barnes, Daisy Award
Bruce Blakeney, Chaplain Coordinator
Carla Knight, Surgical Services and MICU Director
Carolyn Bowden, Union Representative
Cathy Fajardo, 4th Floor RN
Dawn Gideon, CEO
Denise Ricker,MD-Medical Peer Chair
Eric Zell , Board Member
Essie Green, 7th Floor RN
Hyman Tufail, MD- Galen Supervisor
Irma Anderson, Board Member
James Naughton, MD-Alliance Group
Jason Shorter, ED Director
Jim Boatman, CFO
John Hardy, VP Human Resources
Karen Taylor, Quality/Risk Management Director
Kathy White, Interim COO/CNO
Laddie Belmonte, ED RN
Laurel Hodgson, Chief of Staff
Lisa Davis, Union Representative
Mark Barnes, Daisy Award
Patricia Tidwell, Patient/Volunteer
Robert McCauley, Union Representative
Scottus Smith, Admitting Representative-Outpatient Clinic
Seth Thomas, ED Medical Director
Sharon Drager, Former Chief of Staff
Shelly Arnold, Imaging Scheduler
Therese Helser, Pharmacy Director
Tracy Taylor, Nutrition/Dietary Services
Vanika Moeller, Patient Relations
Walley Blackwood, Central Supply