



## Process Improvement Committee Meeting Agenda

Date: October 7, 2020  
 Time: 1:30 PM – 4:00 PM  
 Location: <https://www.zoomgov.com/j/1604548059?pwd=ZFdBMmpzYVN6T21ZUEFmZ0tMZEFTQT09>  
 Meeting ID: 160 454 8059  
 Participant Code: 900107

**Note for virtual meetings:** OHA will open the Zoom meeting 15 minutes prior to the meeting’s official start time. You may be required to wait in the Zoom waiting room or receive a message that the meeting has not yet started if you attempt to join the meeting before this time. If you are unable to join the meeting after this time, please contact the meeting host at the email or phone number provided below.

Time	Agenda Item	Materials Provided	Presenter
1:30 PM – 1:45 PM	<b>Item 1 – Review the Committee agenda, summary from August 21, and discuss committee direction</b>	<ul style="list-style-type: none"> <li>Process Improvement Committee agenda</li> <li>August 21 summary</li> </ul>	Matt Gilman & Dana Selover
1:45 PM – 1:55 PM	<b>Item 2 – Update on Nurse Staffing Report options</b>	<ul style="list-style-type: none"> <li>Power point summary slide</li> </ul>	Kimberly Voelker

1:55 PM – 2:15 PM	<b>Item 3 – Review new Unit Onsite Review Tool</b>	<ul style="list-style-type: none"> <li>Unit Onsite Review Tool</li> </ul>	Kimberly Voelker
2:15 PM – 3:05 PM	<b>Item 4 – Review complaint investigation process and nursing staff members’ concerns</b> <ul style="list-style-type: none"> <li>Information needed to begin investigation</li> <li>Timeline to begin investigation</li> <li>Information reviewed during investigation</li> <li>Investigation resolution</li> </ul>	<ul style="list-style-type: none"> <li>Power point summary</li> </ul>	Anna Davis
3:05 PM – 3:55 PM	<b>Item 5 – Discuss communication to share with nurses regarding complaint investigation process</b> <ul style="list-style-type: none"> <li>Elements to include</li> <li>Method of dissemination</li> </ul>	<ul style="list-style-type: none"> <li>Nurse Staffing Complaint Information Form</li> <li>Power point summary</li> </ul>	Kimberly Voelker
3:55 PM – 4:00 PM	<b>Item 6 – Summarize action items and discuss next meeting</b>		Matt Gilman & Kimberly Voelker
4:00 PM	<b>Item 7 – Meeting adjourned</b>		

**Upcoming Meetings**

- *Acuity Committee – October 14<sup>th</sup>, 2020 – 11:00 AM – 12:00 PM*
- *Process Improvement Committee – October 21<sup>st</sup>, 2020 – 1:30 PM – 4:00PM*
- *Nurse Staffing Advisory Board – October 28<sup>th</sup>, 2020 – 1:00 PM – 5:00 PM*

Everyone has a right to know about and use Oregon Health Authority (OHA) programs and services. OHA provides free help. Some examples of the free help OHA can provide are:

- Sign language and spoken language interpreters
- Written materials in other languages
- Braille
- Large print
- Audio and other formats

If you need help or have questions, please contact Kimberly Voelker at 971-803-0914, 711 TTY or [kimberly.n.voelker@state.or.us](mailto:kimberly.n.voelker@state.or.us) at least 48 hours before the meeting.