

ERIE COUNTY MEDICAL CENTER CORPORATION  
BOARD OF DIRECTORS  
MINUTES OF THE ANNUAL MEETING  
JANUARY 30, 2018  
ECMCC STAFF DINING ROOM

Voting Board Members Present or Attending by Conference Telephone:

Bishop Michael A. Badger, Ronald Bennett, Ronald Chapin, Jonathan Dandes, Darby Fishkin, Kathleen Grimm, M.D., Sharon L. Hanson, Michael Hoffert, Christopher O'Brien, Jennifer Persico, Eugenio Russi, Jack Quinn, Michael A. Seaman

Voting Board Member Excused:

Non-Voting Board Representatives Present:

Scott Bylewski, James Lawicki, William Pauly, Thomas J. Quatroche

Also Present:

Donna Brown, Alex Collichio, Anthony Colucci, III, Esq., Peter Cutler, Andrew Davis, Richard Embden, Stephen Gary, Joseph Giglia, Susan Gonzalez, Al Hammonds, Donna Jones, Pamela Lee, Charlene Ludlow, Keith Lukasik, Brian Murray, M.D., Lorne Steinhart, James Turner, Karen Ziemianski

**CALL TO ORDER**

There being a quorum present, Board Chair Sharon L. Hanson called the Annual Meeting to order at 4:30 P.M.

**II. APPROVAL OF MINUTES OF JANUARY 31, 2017 ANNUAL MEETING OF THE BOARD OF DIRECTORS**

Moved by Michael Seaman and seconded by Frank Mesiah to approve the minutes of the January 31, 2017 Board of Directors Annual Meeting.

**III. ACTION ITEMS:**

Appointment of Officers of the Corporation

Moved by Kevin Hogan and seconded by Michael Seaman  
**Motion approved unanimously.**

**IV. REMARKS BY THE PRESIDENT & CHIEF EXECUTIVE OFFICER**

## ERIE COUNTY MEDICAL CENTER CORPORATION

Thomas Quatroche welcomed Scott Bylewski as ECMC's newest board member. He also thanked the Board of Directors for all of their support this past year on behalf of the Executive Leadership Team.

Dr. Quatroche thanked Kevin Hogan, Doug Baker and Tony Iacono for their many years of service and dedication to the ECMCC Board of Directors.

Dr. Quatroche presented a summary of ECMCC's 2017 accomplishments, noting that inpatient volume has grown 28 percent in the last 7 years; surgeries have increased significantly; Emergency Department were down year-over-year, but admissions from that department increased; actual outpatient clinic visits increased

### **Quality**

- ECMC was awarded NCQA Patient-Centered Medical Home Level 3 status, achieving an impressive 97 out of 100 total available points.
- Terrace View NYSDOH survey – fewest findings ever
- Terrace View – CMS 4 Stars
- AABB Survey – Blood Bank accreditation
- CARF 3-year Certification for Rehab
- AHA Gold Plus award – CHF and Stroke
- Beacon Award- Silver Award to MICU

### **Patient Experience**

- Successful Patient Family Caregiver Summit - Over 100 Attended
- Patient Portal enrollment exceeded 2017 goal of 5% (actual-6.5%)
- Chosen for HANYS Planetree Patient Experience Collaborative
- Patient Experience Greeters in uniform
- Received over 250 Daisy Award Nominations (patients nominating our staff for their great work); with three (3) nurses nominated for National Daisy Awards.
- Regional Hospital Round Table led by Donna Brown

### **Culture**

- Community Outreach saw a record number of outreach events in 2017.
- Foundation Events: Springfest Gift Gathering Luncheons; Springfest Auction & Raffle; Springfest Gala; Subaru Chase; ECMC Golf Classic.
- Employee Cultural Awareness Survey
- New Safe Patient Handling Policy and Training
- Nursing Scholarships
- School 84 Gift Distribution
- Started an Employee Shuttle

### **Operations**

- Site Preparation for new Emergency Room began
- Three new parking lots completed
- New Stretcher Access Area construction started

## ERIE COUNTY MEDICAL CENTER CORPORATION

- Prisoner Holding – Interior finishes complete
- Lobby Expansion – Schematic design completed
- Water Tank Installation
- Landscaping
- OCH OB/GYN expansion completed
- Primary Care Walk-in Clinic Hour Expansion
- Additional 10 detox beds approved
- Exterior Building Envelope Study
- Met all DSRIP goals
- MWBE goal surpassed 32.5%
- Capital Campaign at almost \$9 million, most gifts have been received from individuals

### **2018 Goals**

#### **Quality**

- Continue focus on High Reliability Zero Harm
- Goal to get back to a Leapfrog A score in 2018
- Preparing for OASAS and ACS Trauma Accreditations
- Bariatrics ACS Accreditation
- Implement GLH Quality Initiatives
- Physician Communication across services (Dr. Murray is leading an effort to increase communication)

#### **Patient Experience**

- Improve patient food service
- Reduce noise
- Improve cleanliness
- Started CPEP Advisory Committee to talk with families
  - Create a video for patients to know what to expect
- Lead State and Local Initiatives for Patient Experience
- Develop an App for Patients for ECMC

#### **Culture**

- Committee with Physicians, Staff and Union Members to support staff safety
- “Managing your Safety” Training
- Employee Incident Committee Meetings (HR and Clinicians)
- Diversity and Inclusion Department
  
- Training Focus
  - Sexual and Overall Harassment
    - Diversity
    - Front line leadership
    - De-escalation

## ERIE COUNTY MEDICAL CENTER CORPORATION

- Civil Service Implementation
- Continue Recognition Programs
- 100<sup>th</sup> Anniversary celebration


### Operations

- Volume Goals
  - Inpatient                    ↑3.3%
  - Outpatient visits    ↑2.8%
  - Surgeries                ↑1.0%
  - Behavioral Health   maintain volume
- Revenue Goals
  - \$10 Million Revenue Cycle Improvement
  - \$642.4 Million Total Revenue
- Clinically Integrated Network
- Pilot Programs with Payers (Gainsharing, Bundle, DSRIP, etc)
- GPO Consolidation and Supply Chain
- IT Collaboration Implementation Plan (Cyber Security, EMR, etc)
- Oncology Coordination and Marketing
- Capital Campaign goal to \$15 million by end of year
- Implementing HRIS
- 12<sup>th</sup> floor observation beds to accommodate more inpatients
- Physician Recruitment (Psychiatry, Thoracic, Nephrology, Urology, and Primary Care)

Sharon L. Hanson thanked the leadership team, doctors, nurses, and the entire ECMC Board of Directors for another successful year.

### V. RECESS

Moved by Kevin Hogan seconded by Michael Hoffert to recess the Board of Directors annual meeting at 5:15 p.m.

  
Michael A. Badger  
Corporation Secretary

ERIE COUNTY MEDICAL CENTER CORPORATION

Resolution

Appointing Officers of the Corporation

Approved January 30, 2018

WHEREAS, the Board of Directors of the Corporation is designated by law as the governing body of the Corporation and has the authority to appoint officers of the Corporation as it deems necessary in order to fulfill its purposes; and

WHEREAS, the Corporation annually appoints or re-appoints certain officers of the Corporation's governing body in accordance with its by-laws and practices;

NOW, THEREFORE, the Corporation resolves as follows:

1. The Corporation's officers shall be:

Officer Position	Appointment
Chair, Board of Directors	Jonathan Dandes
Secretary	Bishop Michael Badger
Treasurer	Darby Fishkin

2. This resolution shall take effect immediately.

Michael A. Badger  
Corporation Secretary