



**SUMMARY OF ACTIONS TAKEN**

May 29, 2019 - Wexner Medical Center Board Meeting

**Voting Members Present:**

Leslie H. Wexner  
Timothy P. Smucker  
Abigail S. Wexner  
Cheryl L. Krueger  
Hiroyuki Fujita

John W. Zeiger  
Janet Porter  
Stephen D. Steinour  
Robert H. Schottenstein  
W.G. "Jerry" Jurgensen

Cindy Hilsheimer  
Michael V. Drake (ex officio)  
Bruce A. McPheron (ex officio)  
Michael Papadakis (ex officio)

**Non-Voting, Ex-Officio Members Present:**

K. Craig Kent  
L. Arick Forrest  
David P. McQuaid  
Mark E. Larmore

Andrew M. Thomas  
Elizabeth O. Seely  
Mary A. Howard  
William B. Farrar

Thomas Ryan  
Amanda N. Lucas

**Members Absent:**

Susan D. Moffat-Bruce

**PUBLIC SESSION**

The Wexner Medical Center Board convened for its 30th meeting on Wednesday, May 29, 2019, in the Ross Auditorium of the Richard M. Ross Heart Hospital. Board Secretary Jessica A. Eveland called the meeting to order at 10:03 a.m.

***Item for Action***

1. **Approval of Minutes:** No changes were requested to the February 20, 2019, meeting minutes; therefore, a formal vote was not required and the minutes were considered approved.

***Items for Discussion***

2. **Pelotonia Update:** Dr. Raphael Pollock and Doug Ulman talked about the success of Pelotonia. In the past 10 years, riders, volunteers and donors from all 50 states and 72 countries have raised more than \$186 million through Pelotonia, and 100 percent of every dollar raised has gone directly to research on campus. Those dollars have recruited some of the top scientists in the world, invested in some of the brightest young minds at Ohio State and ultimately translated into therapies that are improving and saving lives around the world, not just in Ohio.
3. **The Future of Learning:** In keeping with the "Innovations in Learning" theme for this meeting, College of Medicine students and faculty discussed the future of learning. One fascinating development in the medical school curriculum has been the creation of virtual patients. These are avatar representations of human patients that are controlled by artificial intelligence, and they have the ability to carry on nuanced conversations. The College of Medicine — in collaboration with the areas of Computer Science & Engineering, Computational Linguistics and the Advanced Computing Center for the Arts and Design — created these virtual patients as learning tools for med students who need to practice their interactions in a clinical setting.
4. **The James Report:** Dr. Bill Farrar gave progress updates on two programs within The James — Total Cancer Care and CancerBridge. Over the past five years, 52,000 patients have joined the Total Cancer Care Protocol, which involves the collection and study of tissue and blood samples from cancer patients in order to help researchers find ways to individualize cancer prevention, detection and treatment. Nearly 4,000 specimens have already been submitted. Meanwhile, more than 20 companies are using CancerBridge to help employees and their families understand and navigate the cancer healthcare environment.
5. **College of Medicine Report:** Dr. Craig Kent introduced two new recruits — Isabelle Deschênes, who will serve as chair of the Department of Physiology and Cell Biology and the inaugural Bernie Frick Research Chair in Heart Failure and Arrhythmia; and Luan Phan, the Charles F. Sinsabaugh Chair in Psychiatry and chair of the Department of Psychiatry and Behavioral Health. Dr. Kent also shared that Ohio State was recently selected to receive a \$66 million grant as part of the federal HEALing Communities Study to address the opioid epidemic. This is the largest research grant ever awarded to the university and it will enable us to lead a consortium of academic, state and community partners with a goal of reducing overdose deaths by 40 percent over three years.



- 6. Wexner Medical Center Operations Report: David McQuaid shared that Dr. Tom Ryan has been named executive director of the Ross Heart Hospital, a role he has been filling in an interim capacity. Mr. McQuaid also noted that the medical center has once again received an "A" letter grade from the Leapfrog Group in recognition of our high levels of patient safety.
- 7. Wexner Medical Center Financial Summary and FY20 Budget Review: Mark Larmore conducted a review of the FY20 budget, which will go before the University Board of Trustees for approval. As part of the financial summary, Mr. Larmore also shared that admissions volume is slightly ahead of prior year numbers and ambulatory volume continues to be strong. Length of stay has been higher than preferred, but progress is being made to bring that number down. Operating revenue is ahead of budget by 1.2 percent and growth year-over-year is 7.6 percent. The bottom line across the medical center is \$224 million.

**Items for Action**

- 8. Resolution No. 2019-90, Recommend for Approval to Enter Into/Increase Professional Services and Construction Contracts

*NOTE: This item for action contains only the contracts related to the Wexner Medical Center. The complete version of Resolution No. 2019-90 is available as part of the May 31, 2019, University Board of Trustees meeting minutes.*

Synopsis: Authorization to enter into/increase professional services and construction contracts, as detailed in the attached materials, is proposed.

WHEREAS in accordance with the attached materials, the university desires to enter into professional services contracts for the following project; and

	Professional Service Approval Requested	Total Project Cost	
<b>Wexner Medical Center Regional Ambulatory Facilities – Dublin</b>	\$12.0M	TBD	Auxiliary Funds

WHEREAS in accordance with the attached materials, the university desires to enter into/increase professional services contracts and construction contracts for the following projects; and

	Prof.Serv. Approval Requested	Construction Approval Requested	Total Requested	
<b>Morehouse Tower – 7th &amp; 8th Floor Updates</b>	\$0.7M	\$4.3M	\$5.0M	Auxiliary Funds
<b>Wexner Medical Ambulatory Facilities – Hamilton Road</b>	\$11.0M	\$114.9M	\$137.9M	Auxiliary Funds

WHEREAS in accordance with the attached materials, the university desires to enter into construction contracts for the following project; and

	Construction Approval Requested	Total Requested	
<b>Wexner Medical Center West Campus Ambulatory Facilities</b>	\$6.6M	TBD	Auxiliary Funds

NOW THEREFORE

BE IT RESOLVED, That the Wexner Medical Center Board hereby approves and proposes that the professional services and construction contracts for the projects listed above be recommended to the University Board of Trustees for approval; and



BE IT FURTHER RESOLVED, That the President and/or Senior Vice President for Business and Finance be authorized to enter into/increase professional services and construction contracts for the projects listed above in accordance with established university and State of Ohio procedures, with all actions to be reported to the board at the appropriate time.

(See Attachment X for background information, page XX)

**Action:** Upon the motion of Dr. Drake, seconded by Ms. Krueger, the board adopted the foregoing motion by majority voice vote with the following members present and voting: Mr. Wexner, Mr. Smucker, Ms. Krueger, Dr. Fujita, Mr. Zeiger, Dr. Porter, Mr. Steinour, Mr. Schottenstein, Mr. Jurgensen, Ms. Hilsheimer, Dr. Drake, Dr. McPheron and Mr. Papadakis. Mrs. Wexner abstained.

9. Resolution No. 2019-81, Approval of the Franklin County Health Map Priorities

Synopsis: Consistent with federal requirements, a community health needs assessment is conducted every three years for Franklin County, and Hospitals, public health entities and others work collaboratively to determine health status and community needs. Approval of the resulting Franklin County Health Map priorities and plan of action, is proposed.

WHEREAS the mission and strategic plan of the Wexner Medical Center is to improve health in Ohio and across the world through innovation in research, education and patient care; and

WHEREAS the Franklin County Health Map 2019 gives a comprehensive overview of our community's health status and needs; and

WHEREAS each hospital is asked to obtain approval from their respective hospital boards of the Franklin County Health Map priorities and interventions; and

WHEREAS the community priorities of 1) Mental Health and Addiction, 2) Poverty and Income, and 3) Infant Mortality, will be addressed through our Healthy Communities action plan, and are being recommended to the Wexner Medical Center Board for approval:

NOW THEREFORE

BE IT RESOLVED, That the Wexner Medical Center Board approves the Franklin County Health Map priorities and plan of action for The Ohio State University Wexner Medical Center.

(See Attachment X for background information, page XX)

10. Resolution No. 2019-82, Ratification of Committee Appointments 2019-2020

BE IT RESOLVED, That the Wexner Medical Center Board hereby approves that the ratification of appointments to the Quality and Professional Affairs Committee for 2019-2020 are as follows:

**Quality and Professional Affairs Committee**

Cheryl L. Krueger, Chair

**JANET PORTER, VICE CHAIR**

**HAROLD L. PAZ**

Bruce A. McPheron

Michael Papadakis

David P. McQuaid

Andrew M. Thomas

David E. Cohn

Jon P. Walker (term ends June 30, 2019)

**MINKA SCHOFIELD** (term begins July 1, 2019)

John C. Grecula

Scott A. Holliday

Iahn Gonsenhauser

**JACALYN BUCK**

Kristopher M. Kipp

Abigail S. Wexner (ex officio)



11. Resolution No. 2019-83, Approval of Patient Care Services Contract Evaluation – University Hospitals

Synopsis: Approval of the annual review of patient care services contracts for The Ohio State University Hospital, Richard M. Ross Heart Hospital, Harding Hospital and University Hospital East, is proposed.

WHEREAS the mission of the Wexner Medical Center is to improve people's lives through the provision of high-quality patient care; and

WHEREAS the University Hospitals patient care services contracts are evaluated annually to review scope, nature and quality of services provided to clinical departments and personnel who provide care and services for inpatient and outpatient care at The Ohio State University Hospital, Richard M. Ross Heart Hospital, Harding Hospital and University Hospital East; and

WHEREAS the annual review of these contracts was approved by University Hospitals Medical Staff Administrative Committee on December 12, 2018; and

WHEREAS the annual review of these contracts was approved by the Quality and Professional Affairs Committee on February 19, 2019:

NOW THEREFORE

BE IT RESOLVED, That the Wexner Medical Center Board approves the annual review of patient care services contracts for The Ohio State University Hospital, Richard M. Ross Heart Hospital, Harding Hospital and University Hospital East as outlined in the attached UH Patient Care Contract Evaluation Summary.

(See Attachment X for background information, page XX)

12. Resolution No. 2019-84, Approval of Patient Care Services Contract Evaluation – The James Cancer Hospital

Synopsis: Approval of the annual review of patient care services contracts for the Arthur G. James Cancer Hospital and Richard J. Solove Research Institute, is proposed.

WHEREAS the mission of the Wexner Medical Center is to improve people's lives through the provision of high-quality patient care; and

WHEREAS the James Cancer Hospital patient care services contracts are evaluated annually to review scope, nature and quality of services provided to clinical departments and personnel who provide care and services for inpatient and outpatient care at the James Cancer Hospital; and

WHEREAS the annual review of these contracts was approved by the James Medical Staff Administrative Committee on April 13, 2018; and

WHEREAS the annual review of these contracts was approved by the Quality and Professional Affairs Committee on February 19, 2019:

NOW THEREFORE

BE IT RESOLVED, That the Wexner Medical Center Board approves the annual review of patient care services contracts for the James Cancer Hospital as outlined in the attached the James Cancer Hospital Patient Care Contract Evaluation Summary.

(See Attachment X for background information, page XX)



13. Resolution No. 2019-85, Patient Complaint and Grievance Management Process – Wexner Medical Center

Synopsis: Approval of the process for managing patient complaints and grievances for University Hospital, East Hospital, Brain and Spine Hospital, Richard M. Ross Heart Hospital, Harding Hospital, Dodd Rehabilitation Hospital, Ambulatory Clinics and Services, is proposed.

WHEREAS the mission of the Wexner Medical Center is to improve people's lives through the provision of high-quality patient care; and

WHEREAS the Wexner Medical Center provides patient care in a manner that promotes patient satisfaction; and

WHEREAS in order to promote patient satisfaction, the Wexner Medical Center is committed to resolving any patient complaints and grievances that may arise in a timely and effective manner; and

WHEREAS the patient complaint and grievance management process was approved by the Quality and Professional Affairs Committee on May 28, 2019:

NOW THEREFORE

BE IT RESOLVED, That the Wexner Medical Center Board hereby approves the process for managing patient complaints and grievances as outlined in the attached policy; and

BE IT FURTHER RESOLVED, That the Wexner Medical Center Board hereby delegates the responsibility of reviewing and resolving grievances to the OSU Wexner Medical Center Grievance Committee chaired by the Chief Quality and Patient Safety Officer for the Wexner Medical Center and comprised of such other members as the committee deems necessary to review and resolve any individual grievance.

(See Attachment X for background information, page XX)

14. Resolution No. 2019-86, Patient Complaint and Grievance Management Process – The James Cancer Hospital

Synopsis: Approval of the process for managing patient complaints and grievances for The Arthur G. James Cancer Hospital and Solove Research Institute (the "James Cancer Hospital"), is proposed.

WHEREAS the mission of the Wexner Medical Center and the James Cancer Hospital is to improve people's lives through the provision of high quality patient care; and

WHEREAS the Wexner Medical Center and the James Cancer Hospital provide patient care in a manner that promotes patient satisfaction; and

WHEREAS in order to promote patient satisfaction, the Wexner Medical Center and the James Cancer Hospital are committed to resolving any patient complaints and grievances that may arise in a timely and effective manner; and

WHEREAS the patient complaint and grievance management process for the James Cancer Hospital was approved by the Quality and Professional Affairs Committee on May 28, 2019:

NOW THEREFORE

BE IT RESOLVED, That the Wexner Medical Center Board hereby approves the process for managing patient complaints and grievances for the James Cancer Hospital as outlined in the attached policy; and

BE IT FURTHER RESOLVED, That the Wexner Medical Center Board hereby delegates the responsibility of reviewing and resolving grievances to the James Grievance Committee which shall be comprised of the Director of Medical Affairs of the James or respective designee, the Patient Experience Director for the James or respective designee and such other members as the committee deems necessary to review and resolve patient grievances.

(See Attachment X for background information, page XX)



15. Resolution No. 2019-87, Approval of the Clinical Quality, Patient Safety and Reliability Plan – The James Cancer Hospital

Synopsis: Approval of the annual review of the clinical quality, patient safety and reliability plan for The Arthur G. James Cancer Hospital, is proposed.

WHEREAS the mission of the Wexner Medical Center and The James Cancer Hospital is to improve people's lives through the provision of high-quality patient care; and

WHEREAS the clinical quality, patient safety and reliability plan outlines assessment and improvement of processes in order to deliver safe, effective, optimal patient care and services in an environment of minimal risk for inpatients and outpatients of the James Cancer Hospital:

NOW THEREFORE

BE IT RESOLVED, That the Wexner Medical Center Board hereby approves the Clinical Quality, Patient Safety and Reliability Plan for the James Cancer Hospital.

(See Attachment X for background information, page XX)

**Action:** Upon the motion of Dr. Drake, seconded by Mrs. Wexner, the board adopted the foregoing motions by unanimous voice vote with the following members present and voting: Mr. Wexner, Mr. Smucker, Mrs. Wexner, Ms. Krueger, Dr. Fujita, Mr. Zeiger, Dr. Porter, Mr. Steinour, Mr. Schottenstein, Mr. Jurgensen, Ms. Hilsheimer, Dr. Drake, Dr. McPheron and Mr. Papadakis.

**EXECUTIVE SESSION**

It was moved by Dr. Drake, and seconded by Mrs. Wexner, that the board recess into executive session to consider business-sensitive trade secrets required to be kept confidential by federal and state statutes, to discuss quality matters which are required to be kept confidential under Ohio law, to consult with legal counsel regarding pending or imminent litigation, and to discuss the purchase of real property and personnel matters regarding the employment, appointment, compensation, discipline and dismissal of public officials.

A roll call vote was taken and the board unanimously voted to go into executive session, with the following members present and voting: Mr. Wexner, Mr. Smucker, Mrs. Wexner, Ms. Krueger, Dr. Fujita, Mr. Zeiger, Dr. Porter, Mr. Steinour, Mr. Schottenstein, Mr. Jurgensen, Ms. Hilsheimer, Dr. Drake, Dr. McPheron and Mr. Papadakis.

The board entered executive session at 12:25 p.m. and the board meeting adjourned at 2:11 p.m.