

Florida Commission on Excellence in Health Care

Meeting

October 24, 2000

Wyndham Westshore Hotel

4860 West Kennedy Blvd., Tampa, Florida

10:00 a.m. - 5:00 p.m.

MINUTES

(Meeting Facilitator: Secretary Robert Brooks, M.D.)

Members Present

1	Robert G. Brooks, M.D	Secretary, Department of Health
2	Ruben J. King-Shaw, Jr.	Secretary, Agency for Health Care Administrator
3	Robert Panzer, D.O.	Board of Osteopathic Medicine
4	Leonard Inge, RPh.	Board of Pharmacy
5	Cathy Oles, LPN	Board of Nursing
6	Charles Ross, D.D.S.	Board of Dentistry
7	Lee Cohen, D.D.S.	Florida Dental Association
8	Arthur Palamara, M.D.	Florida Medical Association
9	Dianne Pappachristou, D.O.	Florida Osteopathic Medical Association
10	Mary Ettari	Florida Academy of Physician Assistants
11	Craig Berko, D.C.(Alternate)	Florida Chiropractic Society
12	John Gentile, D.C.	Florida Chiropractic Association
13	Robert Snyder	Florida Statutory Rural Hospital Council
14	Jacqueuline Byers, PhD, RN	Florida Nurses Association
15	Alice Lanford	Florida Organization of Nurses Executives
16	Susie White, PhD.	Florida Hospital Association
17	Karen Peterson	Association of Community Hospitals & Health
18		Systems of FL
19	Sherrie Manulak	Florida Health Care Risk Mgmt Advisory Council
20	Earnestine “Mikki” Thompson	Florida Society for Respiratory Care
21	Roger Donahue, Ph.D	Licensed Clinical Laboratory Director
22	Bruce Lamb, Esquire	Health Lawyer
23	Jay Cohen, Esquire (Alternate)	Health Lawyer
24	Beth Rominger	Medical Malpractice Profession Liability Insurance
25		Industry
26	Ted Nichols	Health Insurance Industry (Managed Care)
27	Ray McEachern	Consumer Advocate (Association for Responsible
28		Medicine)
29	Lena Juarez	Consumer Advocate (Appointed by Senate President)
30	Michael Pinell, M.D., M.H.A.	Florida Statutory Teaching Hospital
31	David Shapiro, M.D.	Florida Society of Ambulatory Surgical Centers
32	Michael Jackson, R.P.h.	Florida Pharmacy Association
33	Alan Knudsen	Florida Society of Health System Pharmacists
34	Bill Bell (Alternate)	Florida League of Health Care Systems
35	Robert Frimmel, D.P.M.	Florida Podiatric Association
36	Violet Nikolici	Consumer Advocate (Appointed by the Governor)
37	Timothy Flynn, M.D.	Florida Medical School Representative

1 May Wong-Chou Consumer Advocate (Appointed by the Governor)
2 Theresa Mortimer Bertram Florida Association of Homes for the Aging
3 Terry Goodman Florida Health Care Association
4

5 Absent:
6 Rhonda Medows, M.D. Health Insurance Industry (Indemnity)
7 Senator Ronald Silver Legislator (Appointed by the Senate President)
8 Representative Carole Green Legislator (Appointed by the House Speaker)
Georges El-Bahri, M.D. Florida Board of Medicine

9 I. Welcome Secretary Robert Brooks, M.D.

10 Dr. Brooks welcomed the members and audience and took a few minutes to review the goals
11 and objectives of the Commission. Dr. Brooks reminded members that Florida is one of
12 several states that have responded to the Institute of Medicine's *To Err is Human* report
13 released last year by creating a Commission. Additionally, Florida is one of the states that
14 now require mandatory reporting of adverse incidents. The IOM report recommended a four
15 tiered attempt at reducing the medical errors by 50% by creating a forum on safety issues,
16 identifying and learning from medical errors, raising the standards of expectations and
17 implementing safe practices at the delivery level.

18 Dr. Brooks advised members that beginning with the November meeting, the Commission
19 would begin the process of developing the report due to the Legislature February 1, 2001. He
20 reminded all in attendance that the purpose of the Commission is to learn from errors and
21 develop systems to improve health care, not lay blame. He reiterated again the importance of
22 not naming identifiers of practitioners as well as facilities in documents and testimony
23 presented to the Commission.

24 II. Review September 26, 2000 Meeting Minutes

25 There was a motion made to approve the minutes as written, the motion was seconded and
26 carried unanimously.

27 III. Overview of Subcommittees

28 • Quality Measurement/Data Collection
29 Jacqueline Byers, PhD, RN, a member representing the Florida Nurse's Association
30 gave the report for this subcommittee. (Please see Committee's meeting records for
31 details of the committee's findings and recommendations.

32 • Education/Best Practices
33 Lorene Wilson, Co-coordinator of this subcommittee gave the report. (Please see
34 Committee's meeting records for details of the committee's findings and
35 recommendations.

- 1 • Regulation
2 Bruce Lamb, Esquire, a member representing the Florida Bar Health Law Section gave
3 the report for this subcommittee. (Please see Committee’s meeting records for details
4 of the committee’s findings and recommendations.

5 **IV. Overview of the Health Care Practitioner Enforcement Process**

6 Nancy Snurkowski, attorney for AHCA gave a presentation of the health practitioner
7 enforcement process that included the following:

- 8 • How a complaint becomes a case
9 • Most common types of investigations
10 • What constitutes Legal sufficiency
11 • Contact with consumers
12 • Statistics relating to complaints/discipline

13 **V. Overview of Managed Care**

14 Pamela Thomas, Chief, Bureau of Managed Health Care, AHCA and Walter Hollinger,
15 Corporate Medical Director for Blue Cross Blue Shield of Florida gave a presentation of the
16 managed care process.

17 **VI. Video—“Beyond Blame”**

18 Members watched a video dealing with how a particular hospital handled a medical mistake
19 resulting in the death of a boy.

20 **VII. Public Testimony**

21 The following individuals gave public testimony:

- 22 1. Willie King and his attorney Peter Brudny
23 2. Darleen Kunkle
24 3. Dayle Zeigler
25 4. Patricia Quigley, Department of Veterans Affairs
26 5. Bonnie Strickland
27 6. Carolyn Hattaway
28 7. Ruth Piquette
29 8. George Parker
30 9. Rod Nail, HT Medical Simulator
31 10. Ira Mandel, MD, Quality Partners
32 11. Bridget Cross
33 12. Terry Dayton
34 13. Mike McGee, St. Joseph Hospital
35 14. Patti Hart O’Regan

1 15. Jannis Chisholm

2 Transcripts will be available upon request by contacting the Department of Health, Division
3 Medical Quality Assurance.

4 Meeting adjourned at 5:20 p.m.