



Hazel Hawkins

MEMORIAL HOSPITAL

Board of Directors
DISTRICT CUSTOMER SERVICE/COMMUNITY OUTREACH COMMITTEE
Tuesday, July 17, 2018 12:00 p.m.
Board Room

AGENDA

- I. Call to Order (Josie Sanchez, Chair)
- II. Review of Minutes – April 9, 2018 Meeting
- III. Review/Discuss current Customer Service/Community Outreach
 - Old Business
 - I. New Business
 - Upcoming collaborative outreach events
 - Last quarter HCAHPS Scores
 - Current Service Excellence Initiatives with Housekeeping & OB
- V. Public Input
- VI. Other Business
- VIII. Adjournment

Committee Members

Josie Sanchez, Board Vice President
Mary McCullough, Board President
Ken Underwood, CEO
Frankie Gallagher, Marketing/Public Relations
Anthony Mojica, Patient Experience/Guest Relations