

# Service Excellence Committee

## Committee Members

This committee will provide the operational direction for monitoring and evaluating the service delivered to patients. The committee shall identify opportunities for service improvement and develop goals, strategies, and tactics in order to achieve superior patient satisfaction outcomes.



Michael Day, M.D.  
Chairman



Melody Burton, M.D.



Lata Shridharan, M.D.



Punita Shah, M.D.



Vandana Char, M.D.



Tricia Sias, M.D.



Michael Spann, M.D.



Dawn Johnson, M.D.



Christopher Redman, M.D.

If you are interested in participating on this committee, please email us at [pediatricpartnerstexas@childrens.com](mailto:pediatricpartnerstexas@childrens.com) to schedule a follow up phone call or face to face meeting.

### LEARN MORE AT:

Web: [www.pediatricpartnerstexas.com](http://www.pediatricpartnerstexas.com)

Email: [info@pediatricpartnerstexas.com](mailto:info@pediatricpartnerstexas.com)

Phone: 844-456-4357(HELP)

# Service Excellence Committee

## Service Excellence Committee Charter

### Introduction

Pediatric Partners, supported by Children's Health, is a physician-led and governed, clinically coordinated and integrated network of dedicated general pediatricians and selected specialists who have joined together to provide comprehensive, quality healthcare for the infants, children, and adolescents in Dallas and the surrounding communities.

### Mission

The Service Excellence Subcommittee shall be guided by the Mission Statement of Children's Health System of Texas, "To make life better for children."

### Vision

The vision of the Service Excellence Subcommittee is to support members in initiatives to ensure the delivery of an excellent patient experience.

### Purpose

The purpose of the Service Excellence Subcommittee is to provide the operational direction for monitoring and evaluating the service delivered to patients. The committee shall identify opportunities for service improvement and develop goals, strategies, and tactics in order to achieve superior outcomes

### Scope

In conjunction with the Board of Directors and the Quality Committee, the scope of the Service Excellence Subcommittee is to continuously improve patient satisfaction so that the network may succeed in its vision of raising quality of care and lowering the costs of healthcare, while making life better for children.

### Chair

Physician committee member elect who has served as committee Chair Elect or an active participating committee member on any Pediatric Partners committee and appointed by the Board of Directors.

### Members

New members may be nominated by members of the committee, Pediatric Partners physician leadership or, administration and confirmed by the Chair of the Committee.

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# Service Excellence Committee

## Membership

- Chair – Physician appointed by Medical Director of Quality (Voting Member)
- Pediatric Partners Participating Physicians (at least 2) (Voting members)
- Minimum of one voting physician member to represent each of the following practices:
  - Sub-specialty
  - Family Practice / Internal Medicine
  - Pediatrician
  - Serving > 80% Government insured
  - Serving > 80% Commercially insured
  - Large multi-practice group or large employed physician group
  - Former Chair has option of continuing as member

## Membership Term

- Two (2) Years (subject to re-evaluation)
- The Chair may establish term limits or rotating membership as needed.

## Administrative Members

- Director of Service Excellence (non-Voting Member)
- Senior Director of Physician Networks (non-Voting Member)
- Manager of Quality Improvement (non-voting member)
- Integrated Network Advisor (non-voting member)

## Standing Guests

- Quality Committee Chair
- Medical Director, Pediatric Partners
- Senior Vice President, Physician Networks & Clinical Enterprises

## Frequency

Committee shall conduct a minimum of 4 meetings per year. A quorum of > 50% of the voting membership is required to conduct official committee business. Only voting members are allowed to make motions to the committee.

## Reporting Requirements

To Quality Committee:

- Service Excellence Chair or Chair Designee report a minimum of once a quarter

To Board:

- Quality Committee Chair a minimum of once per quarter
- Service Excellence Chair, as needed

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