

August 7, 2024

The Special Board Meeting of the Board of Commissioners for Island Health was called to order by Commissioner Bogosian at 12:00 pm on August 7<sup>th</sup> in the Cypress Room of Island Health.

Those present were Commissioners Chip Bogosian, MD, Warren Tessler; Jan Iversen, Lynne Lang, PhD and Paul Maughan, PhD. Also present were Elise Cutter, CEO; Julie Stewart, CFO, Tammy Needham, DNP CCO, Dr. Jason Hogge, CMO and Kim Graf, Executive Business Manager.

Not Present: Rachel Mank, DO, COS

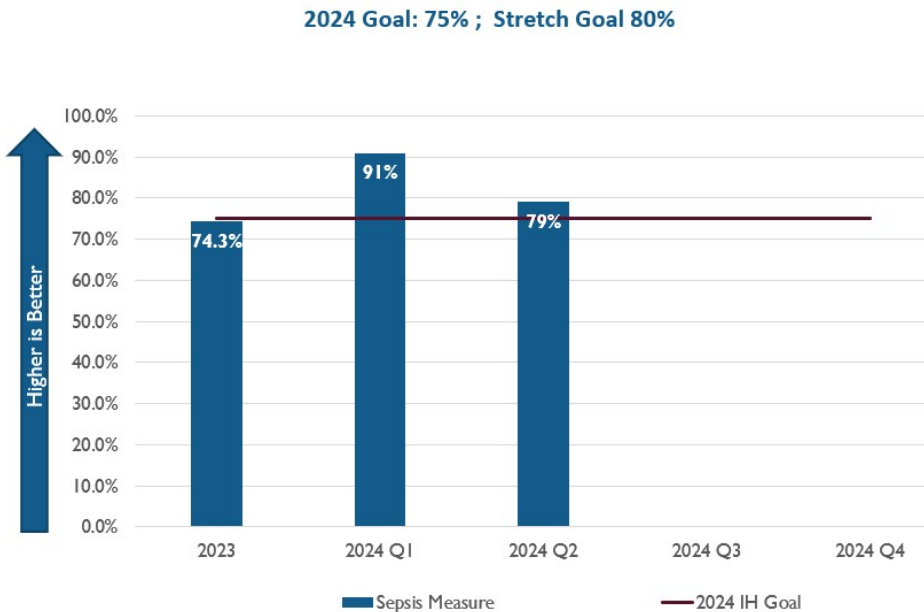
**2024 Goal Quarter 2 Presentation:**

The senior leadership team reviewed the results of the 2024 Q2 CEO/Organizational Goals which centered around the four organizational focus areas of Clinical Excellence, Service Excellence, People and Sustainability.

**Clinical Excellence:**

**2024 GOAL: Sepsis Measure (SEP-1) to meet 75% or higher compliance to Sepsis bundle for FY 2024 (stretch goal 80%)**

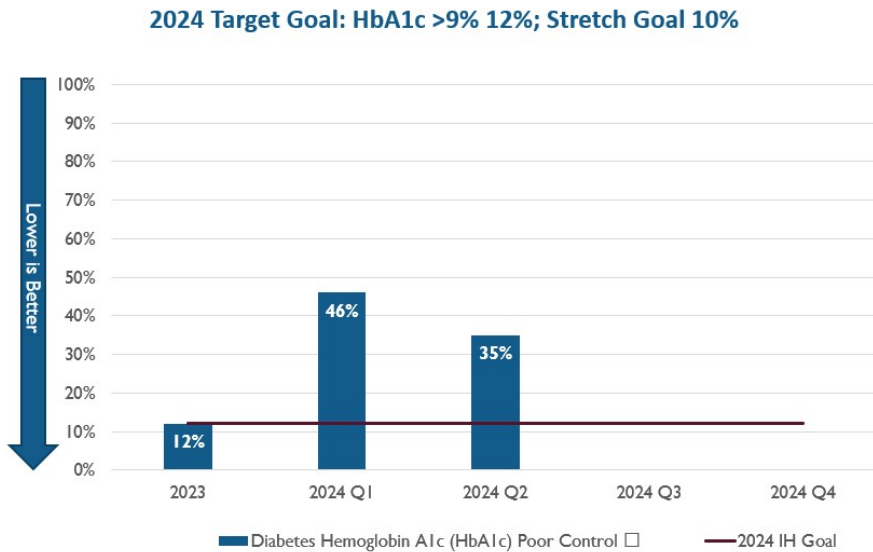
**Result:**



**DIABETES: Implement improvements to manage Diabetes for outpatients.**

**2024 GOAL: Hemoglobin A1c (HbA1c) (CMS-122)** The percentage of patients aged 18-75 with diabetes who have hemoglobin A1c over 9 is less than or equal to a 12% with a stretch goal of 10%.

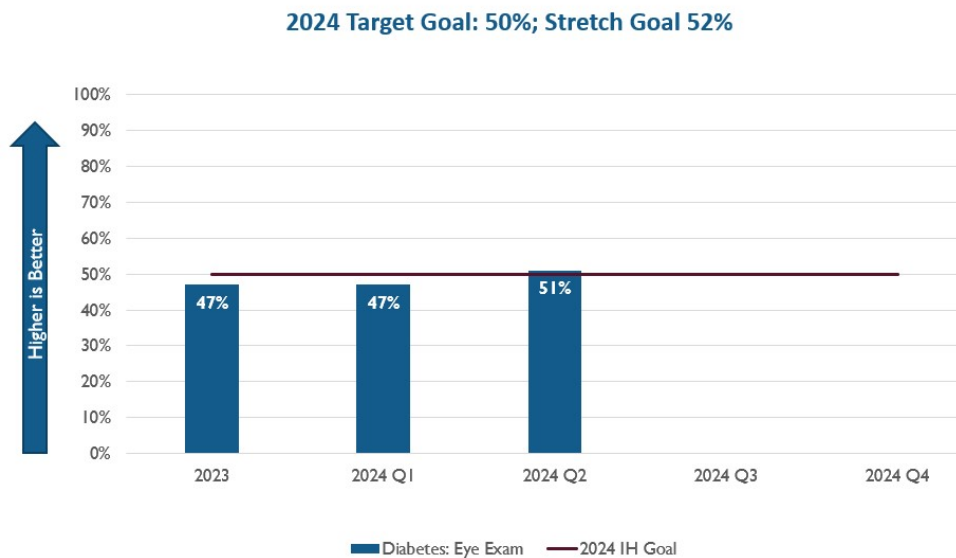
**Result:**



**2024 GOAL: Diabetic Retinopathy (CMS-131)**

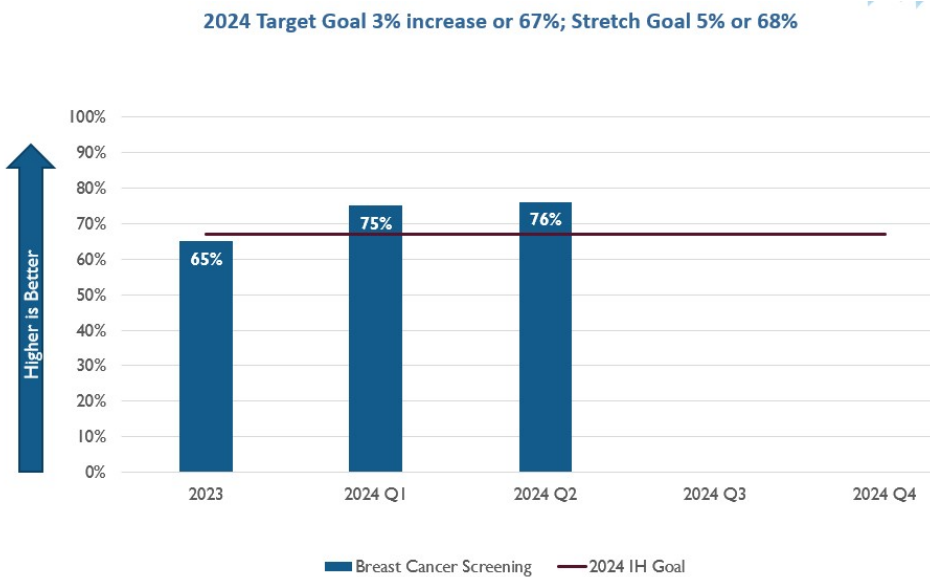
The percentage of patients aged 18-75 with diabetes who are tested for retinopathy is greater than or equal to a 50% with a stretch goal of 52%

**Result:**



**2024 GOAL:** Increase the % of women 50-74 who have had a mammogram to screen for breast cancer in the 27 months prior to 67% with a stretch goal of 68%.

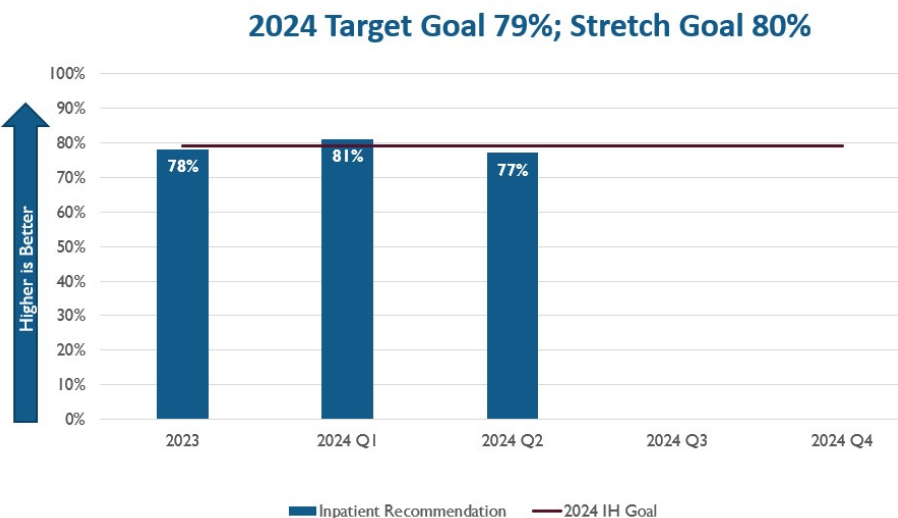
**Result:**



## Focus Area: Service Excellence

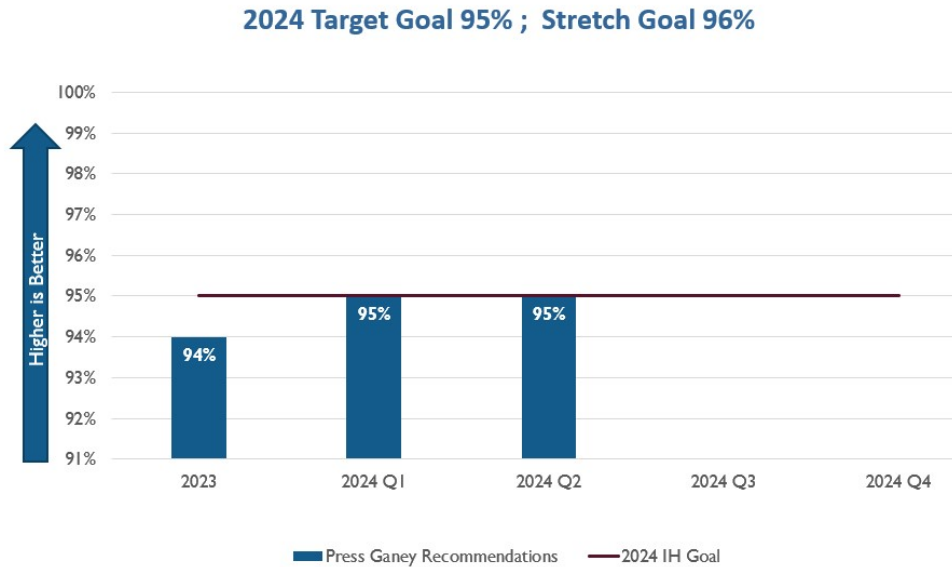
**Result:**

**2024 GOAL:** Achieve an annual or quarterly average of HCAHPS Inpatient “Overall Recommend This Hospital” on inpatient satisfactions scores greater or equal to the 79% with a stretch goal of 80%.



**2024 GOAL: Achieve an annual average of “Overall Willingness to Recommend” on satisfaction scores greater than or equal 95% for outpatient clinics (stretch 96%)**

**Result:**



## **Focus Area: People**

**2024 GOAL: Increase Employee Engagement score from 3.84 to 3.95 and a stretch goal of 4.03.**

**Result: *Not presented. Results not available until September***

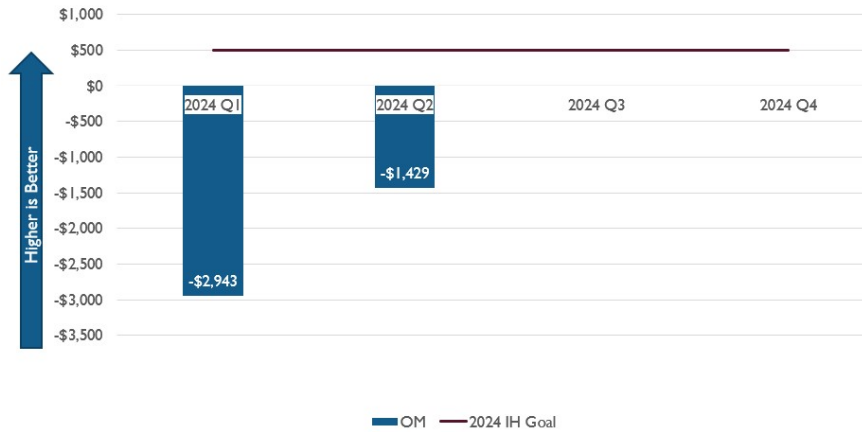
It was noted that the 2024 Employee Engagement Survey closed on Monday, August 5<sup>th</sup>. Review of the survey will be completed, and an update will be provided at the Q3 Organizational Goal Update in November.

## **Focus Area: Sustainability**

**2024 GOAL: Ensure the Net Operating Margin meets or exceeds \$500,000 with a stretch goal of \$750,000.**

**Result:**

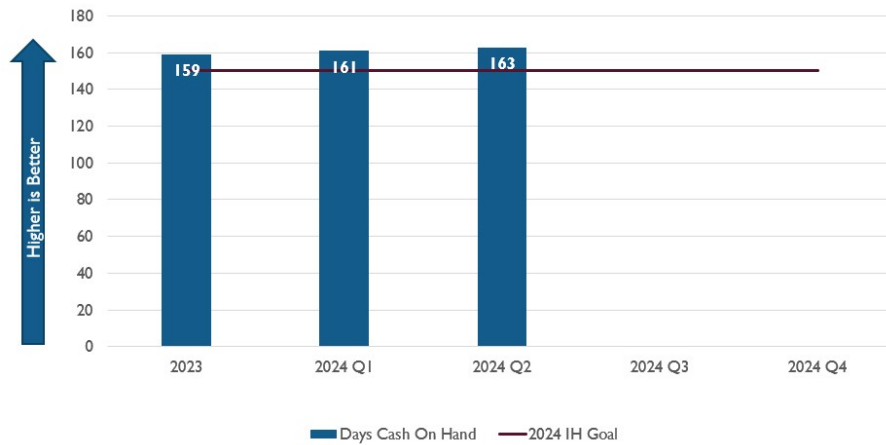
**2024 Target Goal \$500,000; Stretch Goal \$750,000**



**GOAL: Keep total days of cash on hand higher than 150 days with a stretch goal of 153 days.**

**Result:**

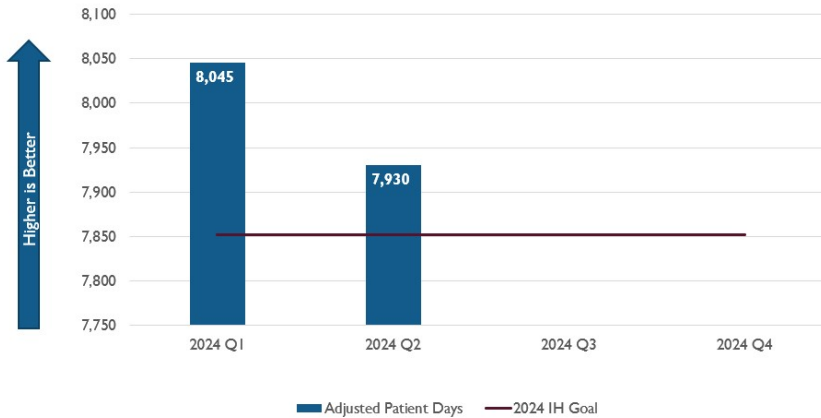
**2024 Target Goal 150 days; Stretch Goal 153 days**



**2024 GOAL: Increase Adjusted patient days to 31,411 with a stretch goal of 35,378.**

**Result:**

**2024 Target Goal 31,411 days; Stretch Goal 35,378 days**



**STRATEGIC UPDATE:**

Elise reported that Senior Leadership Team is currently reviewing the strategic focus areas (Demographic Segmentation, Partnerships, Outpatient Services) remarking that operational projects are being evaluated and identified and placed into one of the focus areas. A more extensive update will be provided at the Q3 Organizational Goal & Stratetigic Initiative update in November.

**ADJOURNMENT:**

There being no further business, Commissioner Bogosian called for the meeting to be adjourned at 12:59 pm.