

February 11, 2026

The Educational Board Meeting of the Board of Commissioners for Island Health was called to order by Commissioner Lang at 12:00 pm on February 11th in the Cypress Room of Island Health.

Those present were: Commissioners Lynne Lang, PhD, Jan Iversen, James Tangaro, Warren Tessler and Joseph Mulcahy, MD.

Also present were Elise Cutter, CEO; Jason Hogge, MD CMO; Galina Gandy, CIO; Shannon Fernandez, CFO; Jennifer Graham, CNO; Kim Graf, Executive Business Manager and Patricia Yates, Administrative Specialist

Public Comment:

No public comments were made.

SB5923 Update

Elise provided a summary of the SB5923 bill status noting that the bill will move through the Ways & Means Committee, House and Senate. If approved by all, the bill will move to the Governor’s office for approval.

Q4 2025 Organizational Goals Recap

The senior leadership team reviewed the results of the Q4 2025 Organizational Goals recap which centered around the four organizational focus areas of Clinical Excellence, Service Excellence, People and Sustainability.

FOCUS AREA: CLINICAL EXCELLENCE

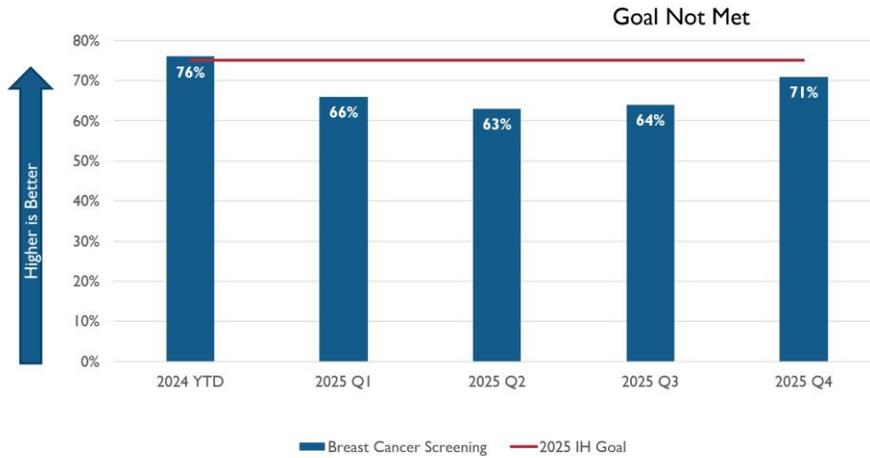
2025 GOAL: The Overall Sepsis mortality percent will decrease from 33% YTD to 30% or less



2025 GOAL: Increase the % of women 50-74 who have had a mammogram to screen for breast cancer in the 27 months prior to 75%.

ISLAND HEALTH Breast Cancer Screening

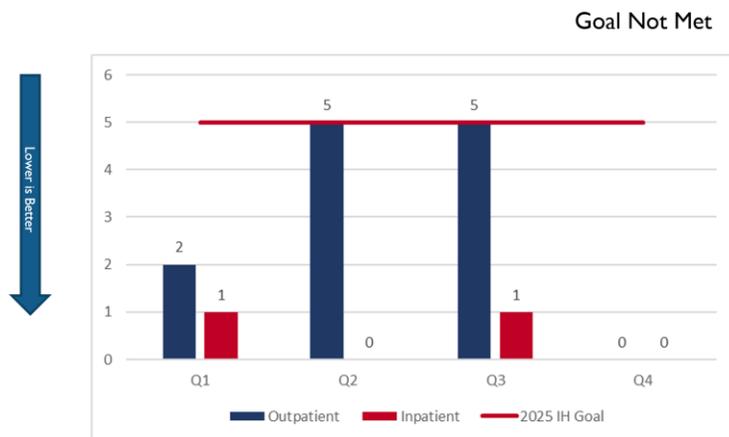
2025 Target Goal 75%; Stretch Goal 78%



2025 GOAL: The overall patient Fall with Injury occurrence will decrease to 5 or less annually

ISLAND HEALTH Fall with Injury

2025 Target Goal Decrease to 5; Stretch Goal less than 5

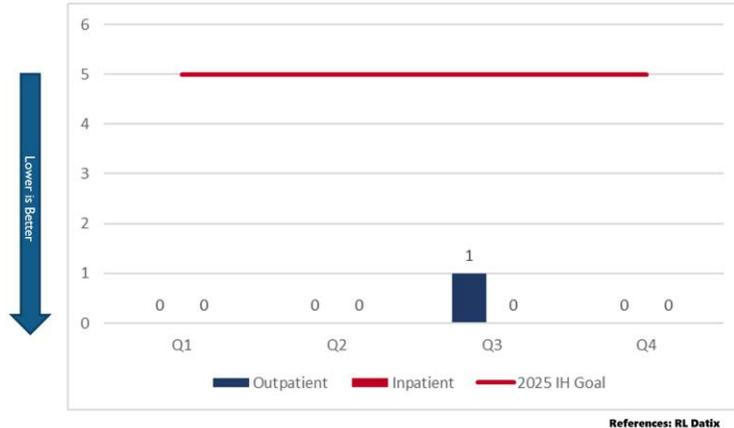


References: RL Datix



Fall with Injury*

2025 Target Goal Decrease to 5; Stretch Goal less than 5



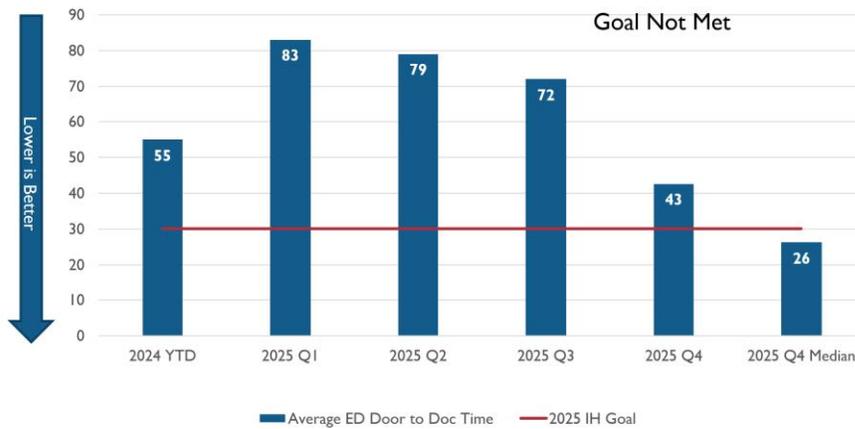
*Using moderate and major definitions for fall with injury as defined by NDNQI

2025 GOAL: The Average ED Door to Doc time will decrease from 33 minutes to 30 minutes or less.



Average ED Door to Doc Time

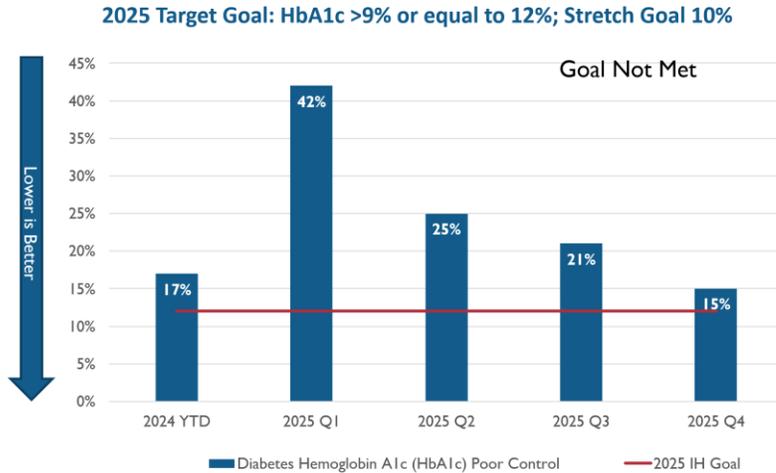
2025 Target Goal 30 minutes; Stretch goal <30 minutes



Door to Doc time = Time provider assigns themselves to the patient in the EMR

2025 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 12%.

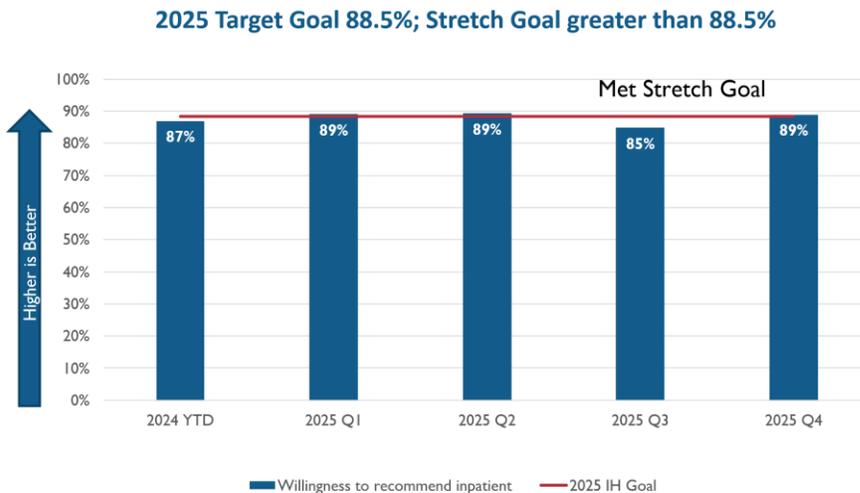
ISLAND HEALTH Diabetes Hemoglobin A1c (HbA1c) Poor Control



Focus Area: Service Excellence

2025 GOAL: Hospital based services voice of the patient score for "willingness to recommend" will increase from 2024 YTD 87.6% to 88.5%

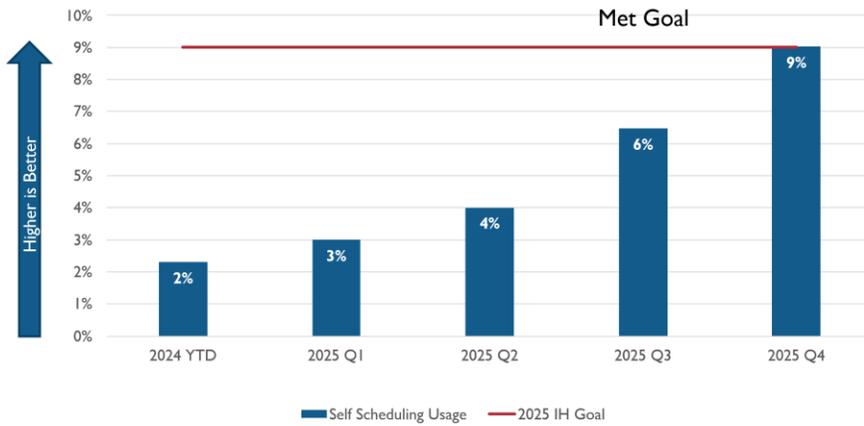
ISLAND HEALTH Willingness to Recommend the Hospital (IN, ED, Surgery, Lab, Imaging)



2025 GOAL: Increase self-scheduling usage of all appointments from 2.6% to 9%.

 **Increase Self Scheduling Usage**

2025 Target Goal 9%; Stretch Goal 10%

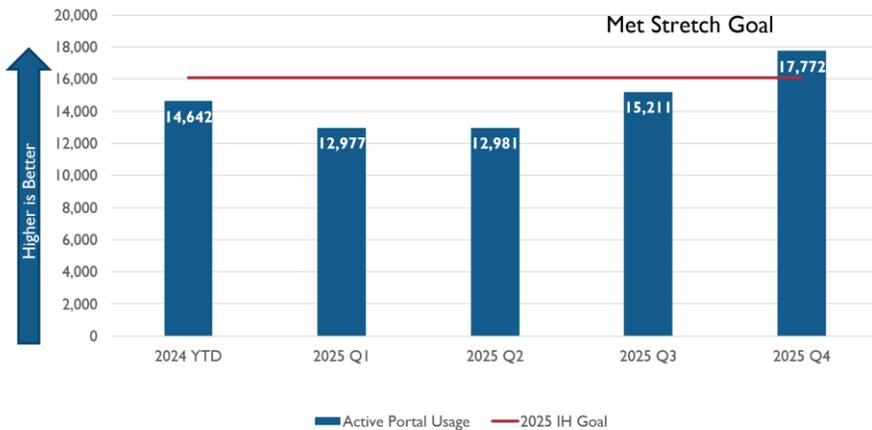


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2025 GOAL: Increase patient portal active users by 10% or to 16,106 users.

 **Increase Patient Portal Utilization**

2025 Target Goal 10% or to 16,106 users; Stretch Goal 11% or to 16,253 users.

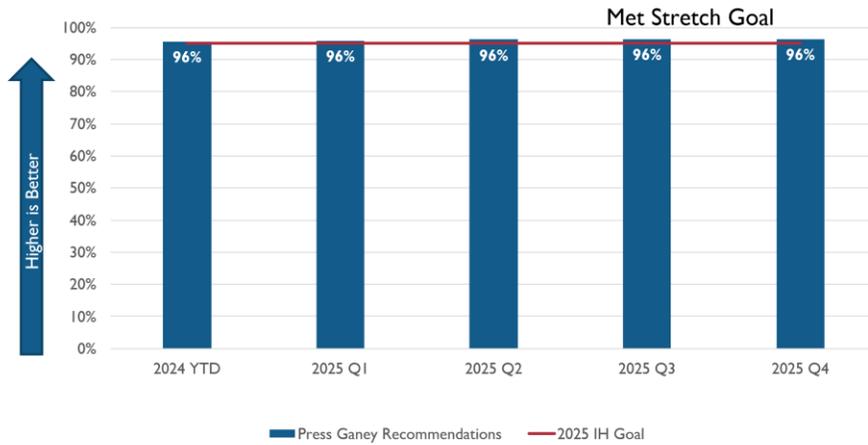


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2025 GOAL: Achieve an annual average of “Overall Willingness to Recommend” on satisfaction scores greater than or equal to 95% for outpatient clinics.

Overall Willingness to Recommend Press Ganey (National Sites) Clinics

2025 Target Goal 95%; Stretch Goal 96%

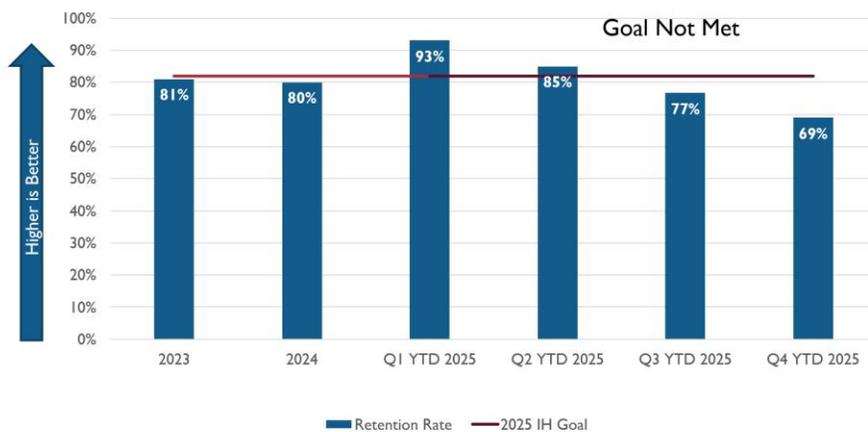


Focus Area: People

2025 GOAL: Increase Employee Retention score from 80% to 81% and a stretch goal of 82%.

Employee Retention

2025 Target Goal 81%; Stretch Goal 82%



2025 GOAL: Medical Staff Engagement Score: Increase medical staff engagement score from 3.65 to 3.70



2025 Target Goal 3.70; Stretch Goal 3.75

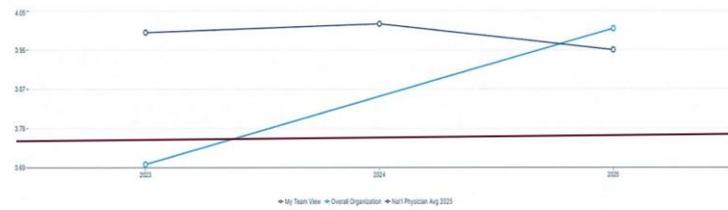
Stretch Goal Met



Your Engagement Relative to Historical and Peer Performance

Your team's Engagement comparison and trending

Tracking performance over time and in comparison to internal and external benchmarks can help you understand how your team is trending survey to survey. Viewing your trend helps you see the impact of action plans or other factors that might be influencing performance.



2025 GOAL: Medical Staff Engagement Survey Participation: Increase medical staff engagement survey participation from 32% to 40% with a stretch goal of 45%

Goal Met: 41% participation



Focus Area: Sustainability

2025 GOAL: Ensure the Net Operating Margin meets or exceeds a loss of \$4.07 million.



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ACTION ITEM: PROVIDE QUARTER SLIDES THEN ACCUMLATIVE SLIDES.

2025 GOAL: Keep total days of cash on hand higher than 130 days.

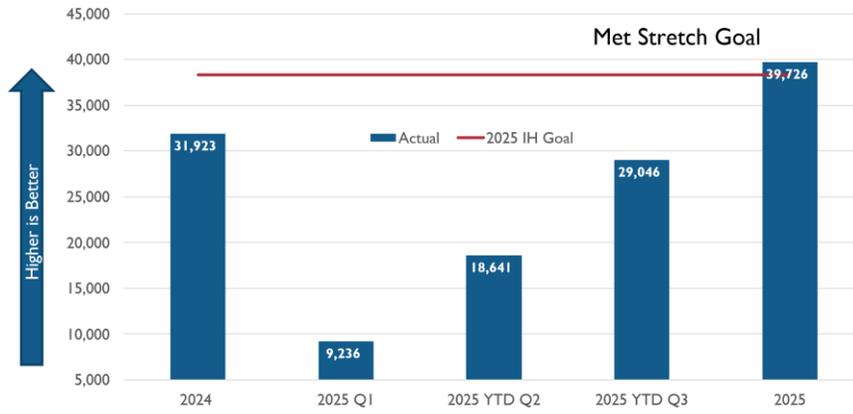


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2025 GOAL: Increase adjusted patient days to 38,334 with a stretch goal of 39,484

ISLAND HEALTH Adjusted Patient Days

2025 Target Goal 38,334 days; Stretch Goal 39,484 days

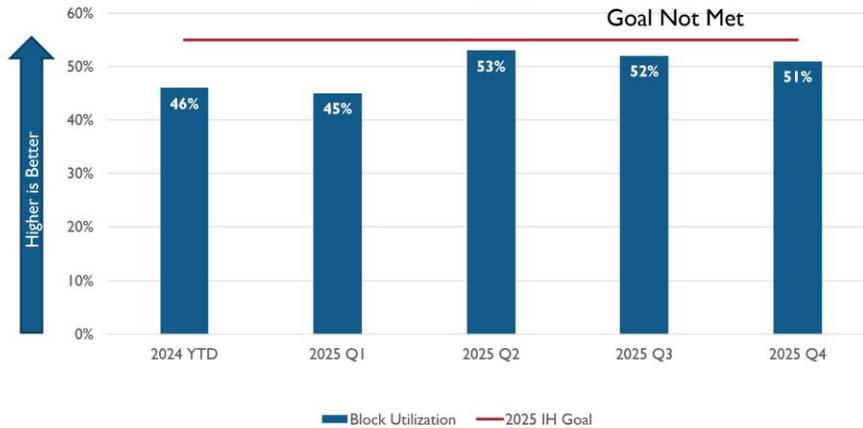


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2025 GOAL: Block Utilization will increase to 55% from current of 46%

ISLAND HEALTH Block Utilization

2025 Target Goal >55%; Stretch Goal >60%;
Current YTD 46 %



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Elise remarked on 2025 strategic accomplishments with service lines, master facility planning, technology and operational improvements.

QUARTERLY BOARD GOVERNANCE EDUCATION

Commissioner Lang remarked on the AWPHD & WSHA Governance Education Short “How to be High-Functioning Board” video which was selected for quarterly board governance education. The commissioners viewed and discussed the video.

BOARD EFFECTS

Galina Gandy, CIO, provided an informational overview of Board Effects, the leading nonprofit software for electronic board books. After discussion, all in attendance concurred with implementing Board Effects. It is anticipated that Island Health will have its first paperless Board Meeting in May.

ADJOURNMENT:

There being no further business, Commissioner Lang called for the meeting to be adjourned at 1:31 pm.

Lynne Lang, PhD President/Commissioner Jan Iversen, Commissioner

James Tangaro, Commissioner Warren Tessler, Secretary/Commissioner

Joseph Mulcahy, MD Commissioner