

May 13, 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 May 13th 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; Jim Smith, Interim CFO; Jennifer Graham, CNO; Colin Walker, CAS and Kim Graf, Executive Business Manager.

Not present: Paul Hammer, MD COS

Public Comment:

No public comments were made.

Introduction

Elise was pleased to introduce Colin Walker, MHA who has joined the Island Health senior leadership team and will serve as the Chief of Ambulatory Services. Colin joins Island Health with over 20 years of healthcare leadership experience. Colin expanded on his professional experience. All welcomed Colin to the Island Health team.

Q1 2026 Organizational Goals Recap

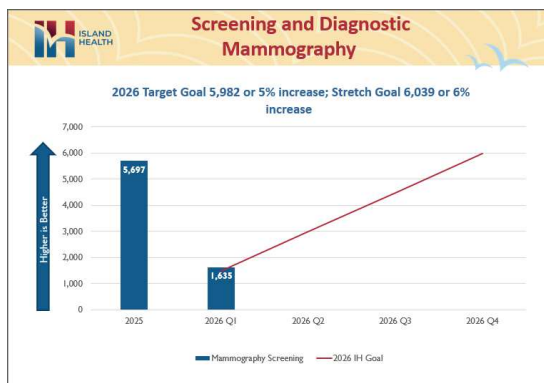
The senior leadership team reviewed the results of the Q1 Organizational Goals which centered around the four organizational focus areas of Clinical Excellence, Service Excellence, People and Sustainability.

FOCUS AREA: CLINICAL EXCELLENCE

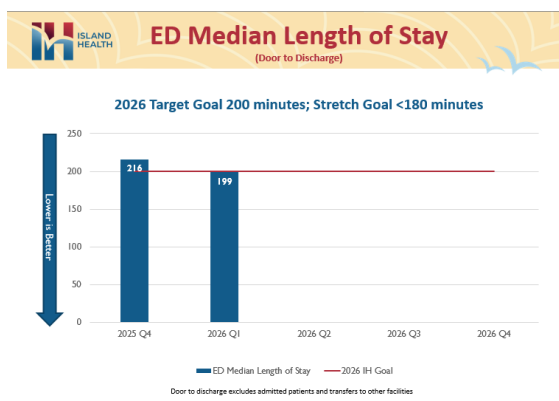
2026 GOAL: The Overall Sepsis compliance with 1 hour bundle will increase to 75% with a stretch goal of 80% or higher



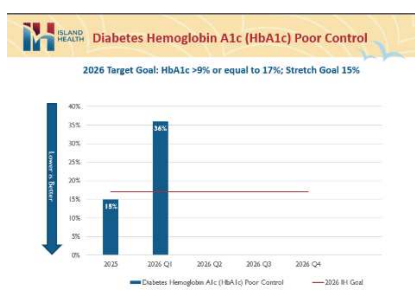
2026 GOAL: Increase screening and diagnostic Mammography by 5%, from 2025, with stretch goal of 6% by improving efficiency, expanding access to care, and improving patient satisfaction.



2026 GOAL: Emergency Department median length of stay in minutes (Door to Discharge) excluding admitted patients and transfers at 200 minutes or less with stretch goal of 180 minutes by Q4.

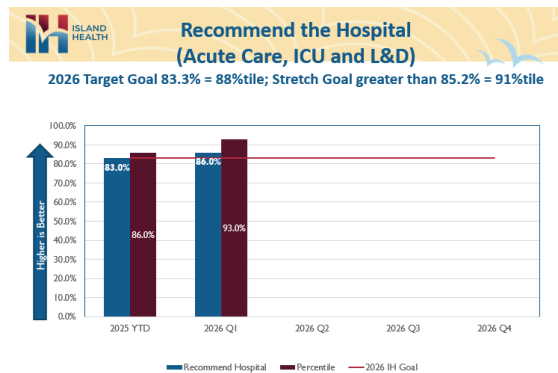


2026 GOAL: Hemoglobin A1c (HbA1c) (CMS-122) The percentage of patients aged 18-75 with diabetes who have hemoglobin A1c over 9% is less than or equal to 17% with a stretch of 15%

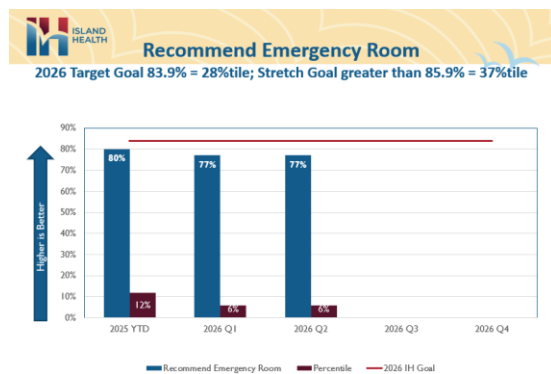


Focus Area: Service Excellence

2026 GOAL: Recommend the Hospital (Acute Care, ICU and L&D). Target Goal 83.3% = 88%tile; Stretch Goal 85.2% = 91%tile

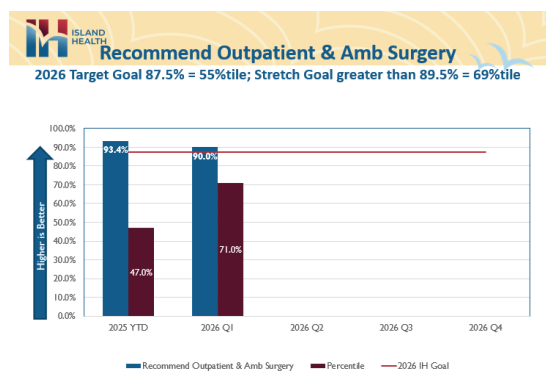


2026 GOAL: Recommend the Emergency Department. Target Goal 83.9% = 28%tile; Stretch Goal 85.9% = 37%tile

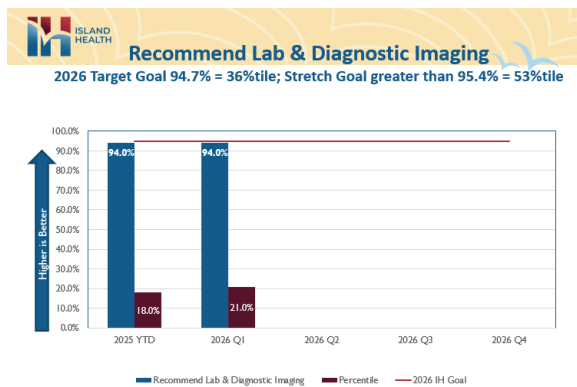


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2026 GOAL: Recommend Outpatient & Amb. Surgery. Target Goal 87.5% = 55%tile; Stretch Goal 89.5% = 69%tile

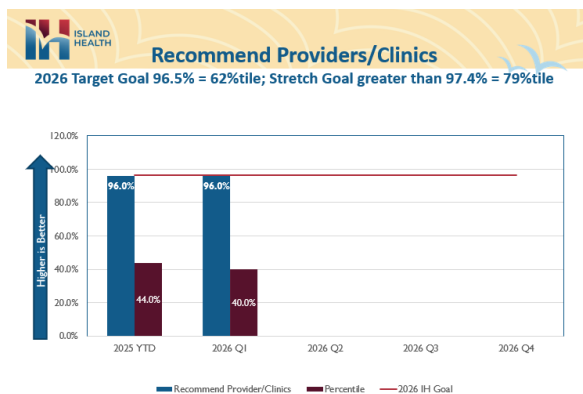


2026 GOAL: Recommend Lab & Diagnostic Imaging. Target Goal 94.7% = 36%tile; Stretch Goal 95.4% = 53%tile



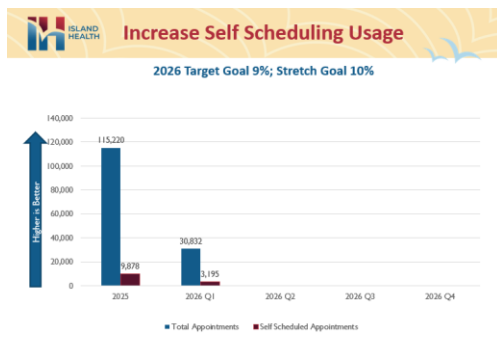
2026 GOAL: Recommend Providers/Clinics. Target Goal* 96.5% = 62%tile; Stretch Goal 97.4% = 79%tile

***goal is % with %tile listed for visibility**



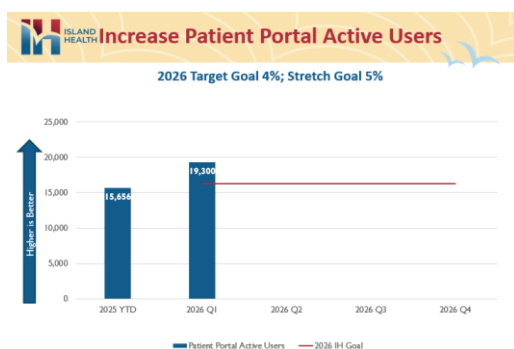
2026 GOAL: Increase self-scheduling usage to 9% of all appointments, 10% stretch goal. Enable our patients to schedule their own appointments as a choice. Utilization of self-scheduled appointments will increase from 7.9% to 9%





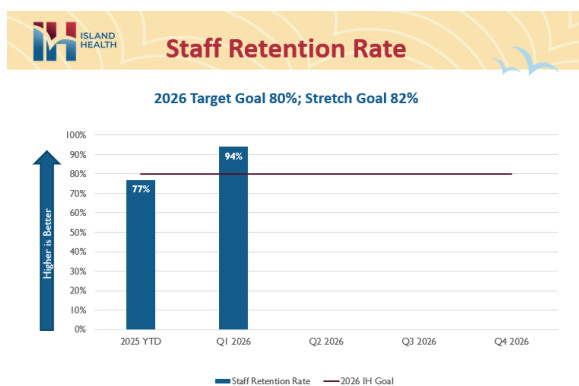
2026 GOAL: Increase patient portal active users* by 4%, 5% stretch goal. Provide better access to health information and care by communicating with patients via the patient portal.

*An active user is defined as a patient who logged in at least 1 time in the past 12 months.

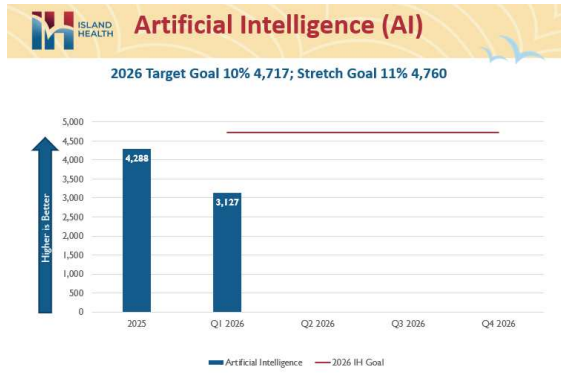


Focus Area: People

2026 GOAL: Increase staff retention rate to 80% with a stretch goal of 82%



2026 GOAL: Offer providers the opportunity to use Artificial Intelligence (AI) for clinical documentation to reduce provider burnout and increase satisfaction. Increase AI utilization by 10% from 2,144 notes created by AI (4,288 annualized) to 4,717. (Medical Staff)



Focus Area: Sustainability

2026 GOAL: Ensure the Operating Margin meets or exceeds (.12%) with a stretch goal of (.11%)



ACTION ITEM: PROVIDE QUARTER SLIDES THEN ACCUMLATIVE SLIDES.

2026 GOAL: Total days of cash on hand at 130 with a stretch goal of 143



2026 GOAL: Ensure growth in OR Cases to 4,464 with a stretch goal of 4,910 or higher



QUARTERLY BOARD GOVERNANCE EDUCATION

BOARD EFFECTS

The Organizational Goal presentation ran longer than expected. Board Effects could not remain online for training so the training will be conducted one on one with each Commissioner.

Elise shared that site visits with two CFO candidates will be set up in early June.

A brief update on Critical Access designation was provided.

ADJOURNMENT:

There being no further business, Commissioner Lang called for the meeting to be adjourned at 1:45pm.