



North Sonoma County Healthcare District

**North Sonoma County HealthCare District  
Regular Meeting of the Board of Directors**

**CALL TO ORDER**

- a. The Board of Directors of the North Sonoma County Healthcare District met in person at 1381 University Avenue, Conf. Room 1, 2<sup>nd</sup> Floor, Healdsburg, CA and via Teams Teleconference. Chair, Hector Galvan called the meeting to order at 4:02 PM.
- b. Board Clerk, Juliana Dougan called the roll. The following Board members were present constituting a quorum:

**Hector Galvan**, Chair  
**Sue Campbell**, Co-Chair  
**David Anderson, MD**, Director  
**Brian Callahan**, Treasurer  
**Erin Gore**, Secretary

Also present: **Richard Pio Roda, Esq**, District Counsel  
**Juliana Dougan**, Board Clerk

Guests: **Kylie Cooper**, Executive Director, Quality, No. California Providence

There were no public comments.

**REGULAR BUSINESS**

**1. Consent Calendar**

- April 30, 2026 Regular Meeting Agenda
- March 26, 2026 Regular Meeting Minutes
- March 31, 2026 Financial Statements

Chair Galvan asked if there were any comments on the items on the Consent Calendar. There were none.

**Chair Galvan called for a motion. Director Gore MOVED to approve the Consent Calendar. Director Campbell SECONDED the motion. The roll call vote was as follows:**

**Vote: Anderson: Y; Campbell: Y; Galvan: Y; Callahan: Y; Gore: Y. The motion was approved 5-0.**

**2. Discussion / Informational / Possible Action: Providence Healdsburg Hospital Quality Report – Kylie Cooper:**

Chair Galvan welcomed Ms. Kylie Cooper. Director Campbell shared with the Board a brief overview of Ms. Cooper's new assignment with Providence supporting not only Healdsburg Hospital, but also Santa Rosa Memorial and Petaluma Valley Hospital. Ms. Cooper joined Providence in 2024 and Healdsburg Hospital at the beginning of 2026. She previously worked at Queen of the Valley in Napa. Due to the sensitivity of Quality data, receiving Quality reports have been very sporadic. The data being presented



North Sonoma County Healthcare District

## North Sonoma County HealthCare District Regular Meeting of the Board of Directors

today is available to the public. Most of the data comes through the hospital staff and Ms. Cooper is charged with tracking this data.

Ms. Cooper shared her presentation and provided some personal background. Some key takeaways are as follows:

- The current Quality structure of Providence consists of Ms. Cooper as the Executive Director of Quality. Ms. Stephanie Lotane was hired this past Monday as Quality Manager, who most recently was the quality assurance nurse in Petaluma for approximately four years. Additionally, a new Risk Manager was hired in March that will also cover Healdsburg. Both of these positions report into Ms. Cooper. Ms. Cooper reports indirectly to the CAO locally and reports directly to the Chief Quality Officer at the California Division level. Multiply committees have been formed including those that include Board members from each facility.
- Ms. Cooper reviewed the Quality Scorecard through February 2026, which reflect approximately 5% of the overall metrics (of which there are over 100 in total) they track. Outcomes are summarized as follows:
  - The metrics were chosen to highlight patient outcomes and reimbursement, particularly Medicare.
  - Every metric presented exceeds the desired threshold, with the exception of one.
  - RN Communication at Healdsburg Hospital rates the highest in all California hospitals.
  - CAUTI SIR (Catheter-Associated Urinary Tract Infection Standardized Infection Ratio), CLABSI SIR (Central Line-Associated Bloodstream Infection Standard Infection Ratio) HAPI (Hospital-acquired pressure injuries) Rates and HAPI (Hospital-acquired pressure injuries) Rates were medically described. The Hospital's rating in these three categories achieved a zero rating, well below the threshold target.
  - Sepsis Mortality scored .51 well below the .88 threshold target.
  - 30-Day HWR OE (Hybrid Hospital-Wide Readmission Measure / Outcome Element) ended the reporting period at .40 vs. the threshold target of .50. Readmission is within 30 days of discharge. Healdsburg has a low inpatient population so substantial tracking is not possible.
  - The SDOH (Social Drivers of Health) Combined (Medicare metric) follow-up was the only metric presented exceeded the threshold target several times and rated 50%. This measure includes assuring that Medicare patients have consistent follow up on housing support, necessary nourishment needs, transportation, etc. The Hospital is asked to assure the needs are understood and patients receive the resources needed.
  - Lastly Elective Joint PRO ranked higher at 66.67%. This is a Medicare metric where patients come in for elective hip or knee replacement. A survey is given upon discharge with a follow-up 12 months later.

Ms. Cooper asked if there were any questions. There were none.

Ms. Cooper's final slide identified the four organizations that provide Regulatory Oversight.



North Sonoma County Healthcare District

## North Sonoma County HealthCare District Regular Meeting of the Board of Directors

- CDPH (California Department of Public Health) – surveys main hospitals once every three years. Have not been in CA since 2019. Expecting them any time. CDPH also surveys SNFs every two years.
- CMS (Centers for Medicare and Medicaid) – required to meet their conditions. There was not enough staff to monitor compliance so in the 70’s they hired Joint Commission to perform this monitoring.
- HCAI (Health Care Access and Information) – Evaluates staff and patient safety.
- DHCS also evaluates SNFs.

Discussion continued on the changing healthcare requirements and the need for this regulatory oversight and survey process. Improvements have been made with improved technology – electronic folders for review and signature, AI, etc.

Director Campbell asked Ms. Cooper to explain the STAR rating. Ms. Cooper shared that with the STAR rating there are a lot of different benchmarks. There are about 40 ratings. These ratings are collected for all Providence facilities and resources are pulled from the various Providence sites to achieve the highest rating.

Director Anderson asked if Ms. Cooper has any insight as to whether Healdsburg will lose their critical care status. Ms. Cooper has not heard any indication that would be the case. Director Gore commented that it was part of the Purchase Agreement to maintain the critical care status.

Ms. Cooper also spoke to the patient satisfaction surveys that are provided to patients upon admission. This patient specific feedback is collected and evaluated and affects hospital rating.

Director Gore shared a personal quality story. Ms. Cooper appreciated the positive story.

The Board thanked Ms. Cooper for her presentation.

The Board discussed and agreed that Ms. Cooper should be invited back to report on an annual basis unless there is an unexpected issue require Board review.

### **3. Discussion / Informational: Finance Update**

Director Callahan reported that \$1.38M has been transferred to Providence (Parcel Tax). He has completed the Government Compensation report that was due to the State. The Finance Committee will hold a meeting next week with the Finance advisors.

The Auditors have reached out to Director Callahan suggesting an in-person meeting. After explaining that the Board meetings are primarily virtual, they agreed any updates will be via Zoom. He is waiting feedback.



North Sonoma County Healthcare District

## North Sonoma County HealthCare District Regular Meeting of the Board of Directors

Director Anderson asked about the slight increase in expenses. As expenses are spaced out month-to-month, there is not much that can be done. The overage is minimal and should rectify over the following month(s).

Director Callahan cautioned the Board of any Phishing or Spoofing emails requesting payment of invoices. Please remain cautious.

#### 4. Discussion / Informational: Hospital Matters

- **Community Board Meetings**

Director Campbell reported that new leadership positions have been filled. A new Chief Medical Officer, Sean Townsend, will start soon. He has great experience in quality. Additionally, an Executive Director of Nursing has been hired Koreen Olson. Aaron Thorne is now the Executive Director of Operations.

A Community Board Meeting retreat is being scheduled. It is hoped that the retreat will align the Board to be able to work closer together to benefit the constituents. An ad hoc committee has been formed to help plan the retreat: Director Campbell, Oscar Chavez, Susan Lentz, Joe Harrington.

Director Campbell attended an event yesterday with high potential donors. A handout was shared that outlined the priorities for Sonoma County including Healdsburg. This group is considering structuring their gifting to cover service lines (radiology, etc.), not individual facilities. The Hansel group donated \$2-3M to support breast health. This new structure may work well for Healdsburg.

Mr. Scott Ciesielski will be contacting Director Anderson regarding a potential opportunity to fund the 3D Mammogram mobile unit. Ms. Ramona Faith, CEO, Healthy Petaluma, indicated interest in granting funds for this purpose.

The Reach for Home event is scheduled for June 25, 2026 in Healdsburg.

- **Quality Committee**

Director Campbell did not add any additional comments aside from Ms. Cooper's presentation.

- **Community Benefit Committee**

Director Gore reported that the Community Benefit Committee will distribute \$200K to Healdsburg Hospital, \$500K to Santa Rosa Memorial and \$800K to Petaluma Valley Hospital. Additionally, Petaluma Valley contractually has input on how the funds are distributed. There is no opportunity to change this current structure. Healdsburg Hospital will not have a say on who receives the grants.

Director Gore feels that the Committee could be run more efficiently with potential restructuring.

Director Gore has developed an APA tracker which shows Providence compliance with the Agreement. Director Gore will share the tracker at a future Board meeting. During the May meeting, when



North Sonoma County Healthcare District

## North Sonoma County HealthCare District Regular Meeting of the Board of Directors

Providence gives their quarterly report, she will use the tracker to analyze their May report. During the June meeting, Director Gore will present the tracker tool for discussion and potential adoption of the tool for ongoing use.

- **Philanthropy Board**

Director Anderson did not have anything additional to report.

### 5. Discussion / Possible Action: Regarding District Housekeeping

Future Agenda Items

- Providence Quarterly Update and Capital Investment Review - May, August, November
- Election Update – May
- Heartizens six-month update – June
- APA Tracker tool review - June

### 6. Legal Report

Mr. Pio Roda reported that two requests for public records have been received and Chair Galvan, Director Callahan and Ms. Dougan will meet immediately following the Board meeting. Mr. Pio Roda has researched the two requestors: 1) A law firm that appears to be looking for opportunities for special districts to recover monies on property tax, separate from parcel. 2) An organization gathering information for AI purposes to create a CPRI program.

Mr. Pio Roda would like to reach out to these two organizations to ensure we are compliant.

### 7. Share other meetings attended by Board Members

There was nothing to report.

Ms. Dougan shared the issue she is having with the NSCHD emails.

### 8. Consideration of Materials Disseminated by Board Members.

Director Campbell shared an article entitled Big Ugly Threat to Safety Net Hospitals via e-mail.

9. Chair Galvan adjourned the meeting at 5:11 PM.