

CALL TO ORDER	Northern Inyo Healthcare District (NIHD) Quality Committee Chair Smith called the meeting to order at 12:33 pm.
PRESENT	<p>Laura Smith, Quality Committee Chair David Lent, Quality Committee Vice-Chair</p> <p>Christian Wallis, Chief Executive Officer Allison Partridge, Chief Operations Officer / Chief Nursing Officer Adam Hawkins, DO, Chief Medical Officer</p> <p>Alison Feinberg, Manager of Quality and Survey Readiness, Quality Assurance</p>
PUBLIC COMMENT	<p>Chair Smith reported that at this time, audience members may speak on any items on the agenda that are within the jurisdiction of the Board.</p> <p>There were no comments from the public.</p>
NEW BUSINESS	
QUALITY DASHBOARD	<p>Chair Smith called attention to the Quality Dashboard.</p> <p>CEO Wallis explained the Quality Dashboard handout and what the metrics are that the Quality Team will be collecting to provide the Board.</p> <p>The committee reviewed a proposed Quality Dashboard, which will provide a consolidated, organization-wide view of quality metrics across several domains:</p> <ul style="list-style-type: none">• Patient Safety: Hospital-acquired infections, sentinel events, surgical complications, falls.• Clinical Outcomes: 30-day readmissions, mortality rates, and inter-facility transfers. Dr. Hawkins is leading an initiative to evaluate the appropriateness of transfers and related resource gaps.• Patient Experience: Metrics include HCAHPS, CG-CAHPS, and ED Press Ganey scores. A new Patient Satisfaction Committee is forming to analyze and act on detailed survey feedback.• Efficiency & Timeliness: Average length of stay, ED wait times, discharge processing times, and patients leaving ED without being seen.• Workforce Metrics: Employee engagement, turnover, and recordable incident rates. <p>Allie Feinberg (Quality & Survey Readiness Manager) will serve as the central repository for these metrics. Departments will transition toward regular reporting.</p>
JOINT COMMISSION UPDATE	<p>Chair Smith called attention to the Joint Commission Update.</p> <p>The Joint Commission survey window opens September 1, 2025. A preparation team, including Dr. Hawkins, Ali Feinberg, and Christian Wallis, has distributed checklists to leaders across departments to assess readiness. Most</p>

chapters have been assigned and reviewed. A follow-up meeting is scheduled to identify and address any remaining gaps.

Key preparation points:

- Use of Joint Commission-issued checklists
- Emphasis on readiness across all care settings
- Early identification of potential issues (e.g., missing IT policies)
- Communication to staff to heighten awareness and preparedness

The District recently received recognition from the state as a top performer in the QIP (Quality Incentive Pool) Program.

MATERNAL MENTAL HEALTH

Chair Smith called attention to the Maternal Mental Health item.

The committee received an update on a county-led initiative stemming from Inyo County's 2023 Community Health Needs Assessment, which prioritized maternal mental health, substance abuse, and access to care.

Northern Inyo is partnering with Inyo County's Health in Action Coalition to co-host a two-hour maternal mental health course alongside its existing childbirth classes. The hospital will:

- Provide meeting space at Birch Street
- Contribute childbirth educators to teach the course content

The program includes inclusive education for both birthing and non-birthing partners, addresses postpartum mental health stigma, and connects families with resources. Other partners include First 5, WIC, and Public Health.

BOARD RESOLUTION 25-02 MOU

Chair Smith called attention to the Board Resolution 25-02 MOU with Inyo County Health and Human Services for use of District meeting space.

Motion to advance to the full Board of Directors for consideration: Smith
2nd: Lent
Pass: 2-0

MOU – NIHD AND INYO COUNTY HEALTH AND HUMAN SERVICES

Chair Smith called attention to MOU – NIHD and Inyo County Health and Human Services.

This resolution supports an agreement between Northern Inyo Healthcare District and Inyo County Health and Human Services to partner on maternal mental health education. The MOU allows the County to use District meeting space and engage NIHD childbirth educators to deliver a new two-hour maternal mental health course, which will be offered alongside existing childbirth classes. The program is part of a county-wide initiative to improve maternal mental health outcomes.

Motion to advance to the full Board of Directors for consideration: Smith
2nd: Lent
Pass: 2-0

COMMUNITY ADVISORY COUNCIL

Chair Smith called attention to the Community Advisory Council.

Discussion Item: The committee discussed establishing a Community Advisory Council composed of 10–12 carefully selected local leaders and influencers. Purpose:

- Serve as a two-way communication channel between the District and the community
- Provide real-time insight into public perception
- Test ideas before large-scale implementation
- Support community education and trust-building

Membership will include representatives from diverse geographies and communities (e.g., tribal and Hispanic communities, business leaders, etc.). Meetings would occur quarterly.

Motion to advance to the full Board of Directors for consideration: Smith
2nd: Lent
Pass: 2-0

COMPLIANCE REPORT

Chair Smith called attention to the Compliance Report.


Patty Dickson presented an oral compliance report, including:

- **Ongoing Audits:**
 - Language access
 - Non-physician vendors
 - Imaging follow-up (mammography & nuclear medicine)
 - HIMS scanning
 - Active Directory with IT
- **HIPAA Compliance:**
 - Business associate reviews underway
 - Focus on vendors with access to PHI and sensitive financial data
 - SAFER assessment underway with IT and EHR teams
- **Privacy & UORs (Unusual Occurrence Reports):**
 - Volume of UORs dropped in June; analysis ongoing
 - Ensuring staff still finds value in reporting
 - Approximately 85 UORs currently open
 - 94% of complaint letters were issued within 7 days.
- **Investigations & Legal:**
 - 4 privacy investigations in progress
 - 1 federal lawsuit with legal counsel assigned
 - 1 timecard-related compliance investigation nearing closure with no findings
- **Contract Oversight:**

- 1,200–1,300 active contracts; need for improved departmental training on tracking and invoice review

ADJOURNMENT

Adjournment at 1:31 pm.



Laura Smith
Northern Inyo Healthcare District
Quality Committee Chair



Attest:

David Lent
Northern Inyo Healthcare District
Quality Committee Vice-Chair