



SVHCD QUALITY COMMITTEE

AGENDA

WEDNESDAY, JUNE 25, 2025

5:00 pm Regular Session

Held in Person:

SVH Administrative Conference Room

To Participate Via Zoom Videoconferencing, use the link below:

<https://sonomavalleyhospital-org.zoom.us/j/99901004530?from=addon>

Meeting ID: 999 0100 4530

One tap mobile

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AGENDA ITEM	RECOMMENDATION	
In compliance with the Americans with Disabilities Act, if you require special accommodations to attend a District meeting, please contact the Board Clerk, Whitney Reese, at wreese@sonomavalleyhospital.org , at least 48 hours prior to the meeting.		
MISSION STATEMENT <i>The mission of the SVHCD is to maintain, improve, and restore the health of everyone in our community.</i>		
1. CALL TO ORDER/ANNOUNCEMENTS	<i>Daniel Kittleson, DDS</i>	
2. PUBLIC COMMENT SECTION <i>At this time, members of the public may comment on any item not appearing on the agenda. It is recommended that you keep your comments to three minutes or less. Under State Law, matters presented under this item cannot be discussed or acted upon by the Committee at this time. For items appearing on the agenda, the public will be invited to make comments at the time the item comes up for Committee consideration.</i>	<i>Daniel Kittleson, DDS</i>	
3. CONSENT CALENDAR • Minutes 05.28.25	<i>Daniel Kittleson, DDS</i>	Action
4. EMERGENCY DEPARTMENT QA/PI	<i>Jessica Winkler, DNP, RN, NEA-BC, CCRN</i>	Inform
5. QUALITY INDICATOR PERFORMANCE & PLAN	<i>Louise Wyatt, RN JD</i>	Inform
6. POLICIES AND PROCEDURES	<i>Louise Wyatt, RN JD</i>	Inform
7. CLOSED SESSION: a. Calif. Health & Safety Code §32155: Medical Staff Credentialing & Peer Review Report	<i>Daniel Kittleson, DDS</i>	Action
8. ADJOURN	<i>Daniel Kittleson, DDS</i>	



**SONOMA VALLEY HEALTH CARE DISTRICT
QUALITY COMMITTEE**

Wednesday, May 28, 2025, 5:00 PM

MINUTES

Members Present	Excused/Not Present	Public/Staff – Via Zoom
Daniel Kittleson, DDS Wendy Lee Myatt Howard Eisenstark, MD Susan Kornblatt Idell Michael Mainardi, MD Kathy Beebe, RN PhD Carol Snyder Paul Amara, MD, FACOG, via zoom	Carl Speizer, MD	Louise Wyatt, RN JD, SVH Director of Quality Jessica Winkler, DNP, RN, NEA-BC, CCRN-K, SVH CNO Whitney Reese, SVH Board Clerk Leslie Petersen, SVH Foundation ED

AGENDA ITEM	DISCUSSION	ACTION
1. CALL TO ORDER/ANNOUNCEMENTS	<i>Daniel Kittleson, DDS</i>	
Kittleson called meeting to order at 5:00pm.		
2. PUBLIC COMMENT SECTION	<i>Daniel Kittleson, DDS</i>	
No public comments		
3. CONSENT CALENDAR	<i>Daniel Kittleson, DDS</i>	ACTION
Minutes 04.23.25	<i>Motion to approve by Kornblatt Idell, 2nd by Eisenstark. All in favor.</i>	
4. QUALITY INDICATOR PERFORMANCE & PLAN	<i>Louise Wyatt, RN JD</i>	INFORM
Wyatt provided an update on SVH's quality improvement efforts, including a new collaboration with local skilled nursing facilities to improve communication and reduce readmissions. The hospital is launching a pilot Readmission Reduction Program focused on CHF and COPD patients, involving a multidisciplinary team and support from Adobe Pharmacy to ensure access to medications after discharge. Departmental rounds have helped identify and address survey readiness items. April quality metrics showed strong performance in areas like		

hand hygiene and patient safety. Other initiatives include strengthening the sepsis program, improving preoperative preparation, and advancing age-friendly care standards. Work also continues on meeting policy compliance goals through regular committee reviews.		
5. POLICIES & PROCEDURES	<i>Louise Wyatt, RN JD</i>	INFORM
Wyatt presented small changes in existing policies and procedures. No new policies were introduced.		
6. CLOSED SESSION: a. Calif. Health & Safety Code §32155: Medical Staff Credentialing & Peer Review Report	<i>Daniel Kittleson, DDS</i>	ACTION
<i>Motion to recommend to Board of Directors for approval by Mainardi, 2nd by Kornblatt Idell. All in favor.</i>		
7. ADJOURN	<i>Daniel Kittleson, DDS</i>	INFORM
	Meeting adjourned at 5:57 pm	



Sonoma Valley Hospital

Emergency Department

Report to the Board Quality

June 2025

Jessica Winkler, DNP, RN, CCRN, NEA-BC

Agenda

Volumes and Trends

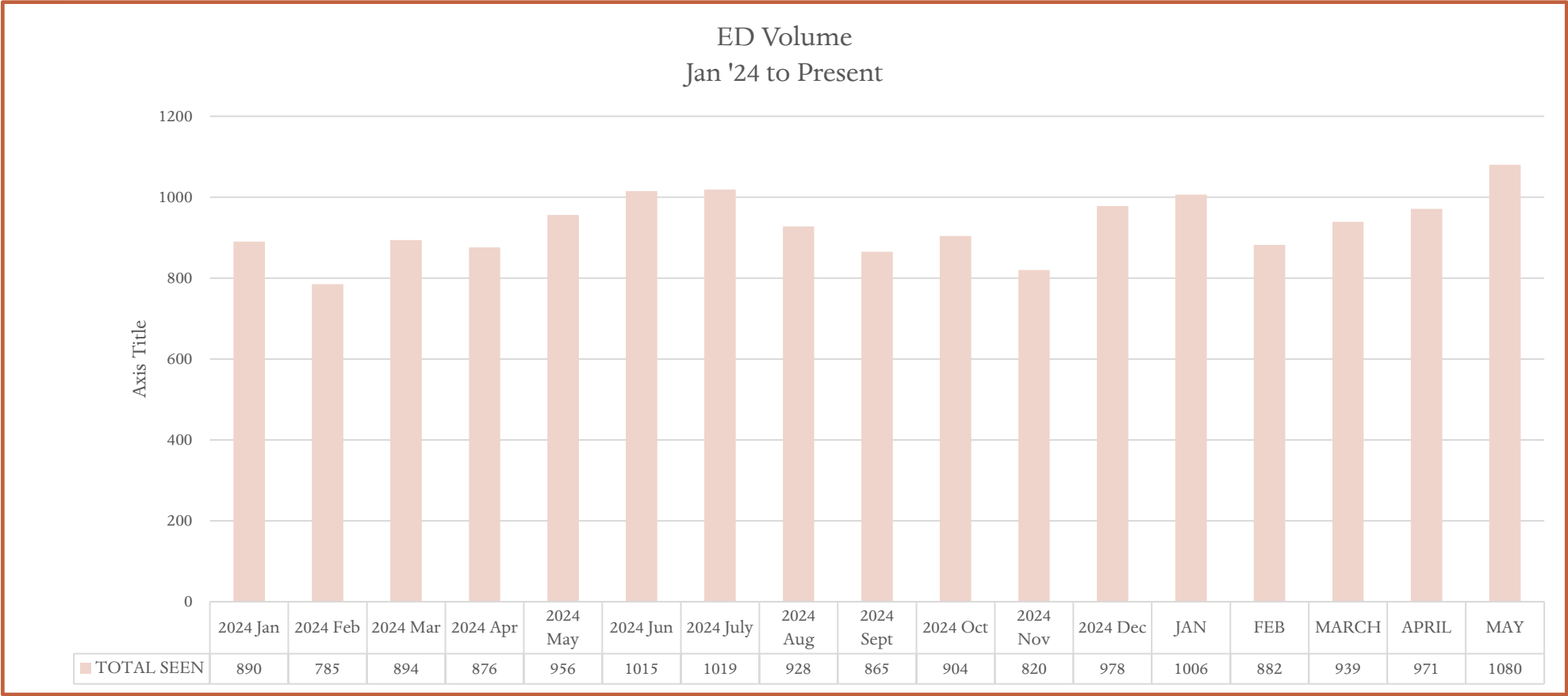
Throughput

Satisfaction: Patients and Employees

Looking Ahead

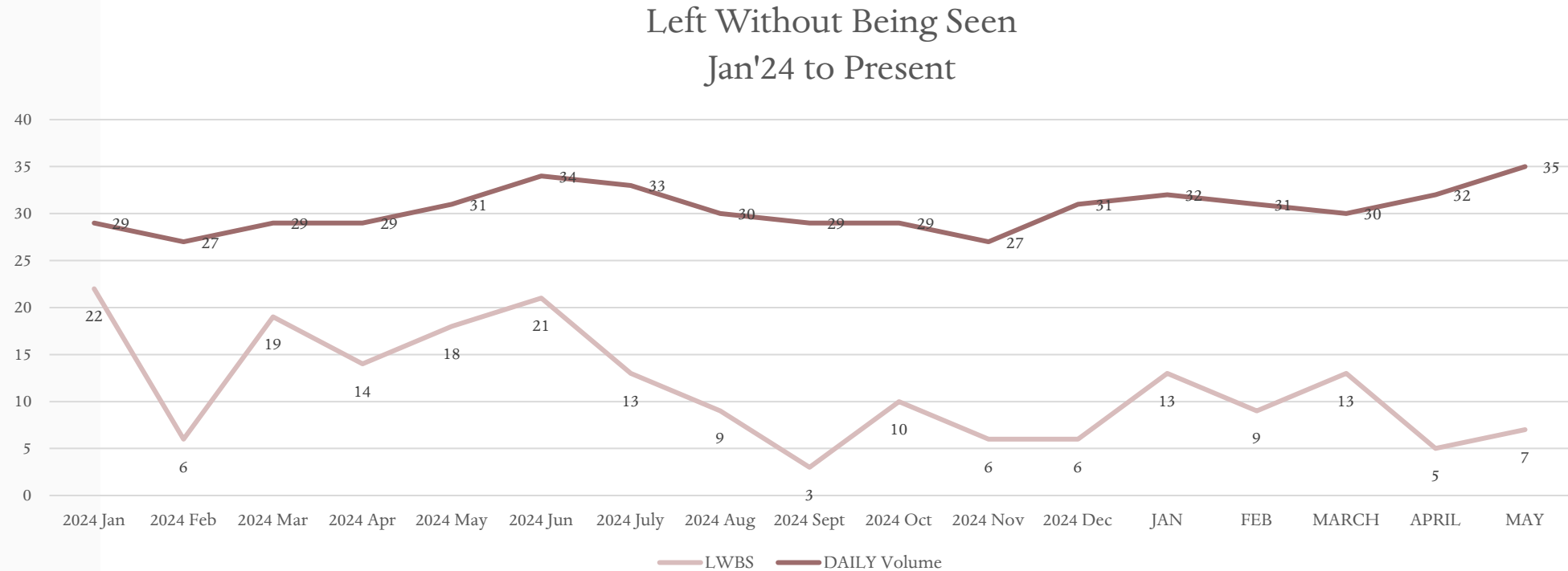


Volumes & Trends: Visits per month



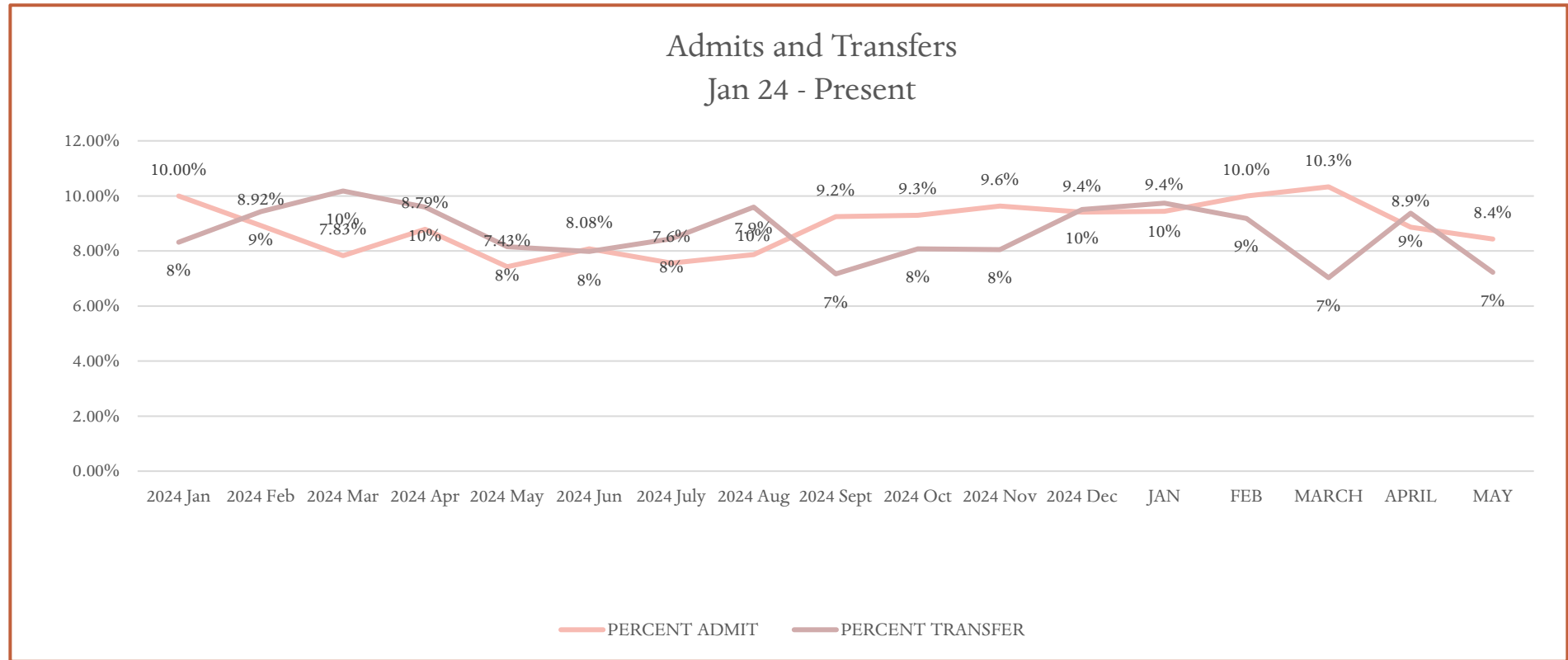
Volumes trending upwards! First quarter 2024 vs First quarter 2025 = 9.12%

Volumes & Trends: Daily Census & LWBS



Left Without Being Seen went from a high of 2.5% in Jan 2024, to 0.6% in May 2025, with an average of 1.2%

Volumes & Trends: Admits vs Transfer



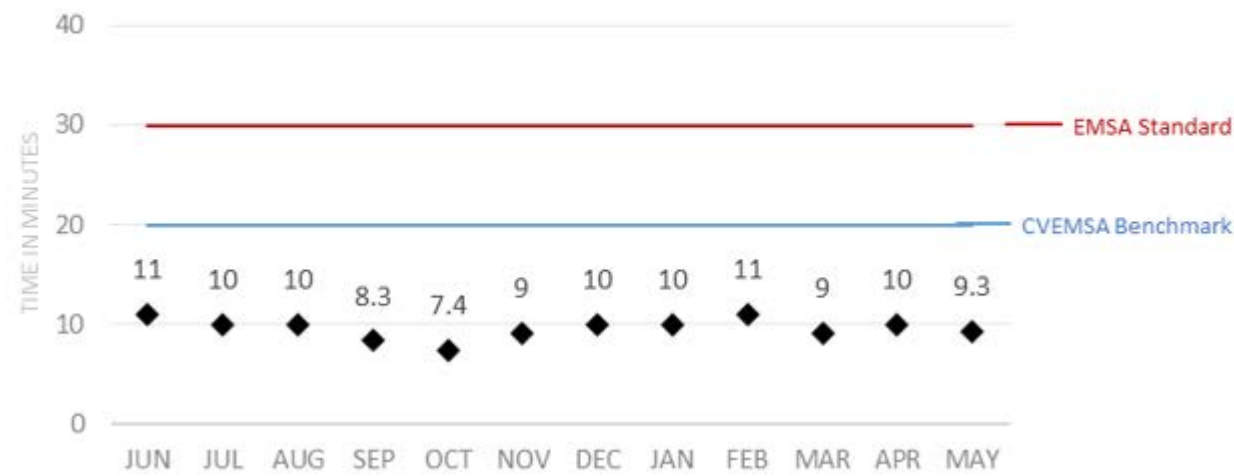
Overall steady rates of between 7%-10% - but it's good to see a trend of Admissions increasing while Transfers decrease

APOT: Ambulance Pt Off-load Time

Sonoma Valley Hospital - Call Volume by Ambulance Patient
Offload Time (APOT)
June 2024 - May, 2025



Sonoma Valley Hospital -
June 2024 - May, 2025



Throughput

- ♦ Throughput refers to the efficiency of our processes – from admitting, treating, and discharging. And how a patient flows through our systems.
- ♦ For this report, in the SVH ED, throughput references timeliness in getting patients registered, seen, treated, and on to their final disposition: Admission or Transfer
- ♦ Average time in the ED- from arrival to DISCHARGE HOME: ***2.5 hrs***
- ♦ Average time in the ED from arrival to ADMISSION: ***6.21 hrs***
 - ♦ *Including all outliers , ie. patients with LOS 20hrs or more*
- ♦ Average time from Hospitalist admission orders to arrival to unit: ***1.63 hrs***
 - ♦ *Random sample of 65 pts from Jan1-May31. 80 % of admissions happen in <120min.*

Patient Experience

Question	Jun 2024	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025
Overall, how would you rate your experience with us?	4.778	4.733	4.794	4.656	4.738	4.627	4.916	4.62	4.775	4.706	4.813	4.573
How would you rate the courtesy of the staff in the registration area?	4.882	4.835	4.824	4.78	4.8	4.839	4.941	4.755	4.844	4.784	4.918	4.766
How would you rate the waiting time at the Emergency Department?	4.61	4.565	4.626	4.636	4.615	4.691	4.798	4.446	4.644	4.847	4.814	4.621
How would you rate the cleanliness of the Emergency Department?	4.889	4.795	4.83	4.787	4.836	4.848	4.916	4.773	4.789	4.784	4.867	4.772
How would you rate the courtesy of your doctor?	4.941	4.795	4.85	4.77	4.813	4.712	4.908	4.757	4.843	4.773	4.865	4.78
How would you rate the time your doctor spent with you?	4.752	4.603	4.776	4.672	4.664	4.577	4.737	4.586	4.678	4.658	4.763	4.565
How helpful was your nurse?	4.709	4.803	4.869	4.689	4.836	4.766	4.924	4.67	4.833	4.764	4.895	4.659
How likely are you to recommend us to a friend or loved one?	4.767	4.707	4.802	4.653	4.785	4.63	4.958	4.682	4.764	4.75	4.832	4.636
How well were your tests, treatments, and medications explained to you?	4.726	4.716	4.785	4.607	4.724	4.691	4.807	4.648	4.711	4.706	4.823	4.541
How well were your discharge instructions explained to you?	4.776	4.698	4.717	4.566	4.686	4.642	4.857	4.63	4.756	4.642	4.792	4.545

QR Score



Emergency Dept

Response Rate

01/01/25-05/31/25

18.08%

3080 sent, 557 responded

Emergency Dept

Gender Analysis

01/01/25-05/31/25

37.6% (210) ♂ **MALE**

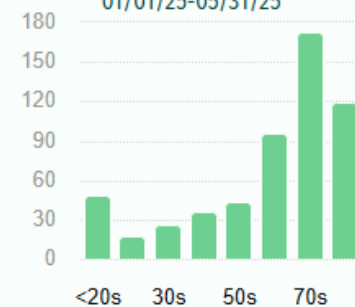
62.4% (349) ♀ **FEMALE**

0.0% (0) ? **OTHER**

Emergency Dept

Age Breakdown

01/01/25-05/31/25



Emergency Dept

Caregiver Experience

2025 Employee Engagment Survey: Emergency Departmnet		
Question	2024	2025
I have all the tools, resources and information necessary to do my job well.	3.0	3.71
My supervisor is reliable and demonstrates ownership of their responsibilities.	2.4	3.94
I feel supported in balancing my work life with my personal life.	3.7	4.35
I have regular conversations with my direct supervisor about my personal and/or professional developme	2.1	4.00
The individuals in my work unit are productive and supportive of each other.	3.3	4.06
My direct supervisor provides me with feedback that is meaningful and actionable.	2.6	4.00
I feel supported during times of high stress at work.	2.5	3.71
I am encouraged to share ideas and suggestions about the services my work unit provides.	3.0	4.06
This hospital cares about their employees' wellbeing.	2.2	3.59
My work unit strives to exceed the expectations of the people we serve.	4.1	4.63
I would recommend this hospital as a great place to work.	3.3	4.00
We have excellent multidisciplinary teamwork.	3.0	3.88
I feel supported in my efforts to achieve my highest potential at work.	3.0	4.19
I have a strong sense of purpose and accomplishment in the work I do.	4.0	4.25
I would recommend this hospital to a friend or college as a great place to come for care.	3.1	4.13
I would like to be working at this hospital five years from now.	3.8	4.13
The person I report to treats me with respect./feel valued and respected (new 2025)	3.4	4.12
I feel respected and valued by all personnel throughout the hospital. (new 2025)		3.88
	3.09	4.04
Participation Rate:	42%	57%

Annual HR Employee Engagement Survey: conducted April 2025

ED had increases in ALL responses – and in participation rate

ED Turnover Rate:

- 1st Qtr 2025: 0 %
- 4th Qtr 2024: 5% (1 RN, 1 Tech)

ED Vacancy Rate

- RN: 2.4
- Tech: 0.2

Looking Ahead

- ♦ Fall 2025 Emergency Drills with Sonoma Valley Fire Department
- ♦ Follow-Up phone calls continue
- ♦ Throughput
 - ♦ Workflows – nursing; physical plant
- ♦ QAPI
 - ♦ Stroke, HF, Psych Obs, Blood Cx, Sepsis, etc...
 - ♦ Survey Readiness: GACH-RLS, CIHQ
 - ♦ Geriatric Emergency Department Accreditation
- ♦ Staffing
 - ♦ Defining Clinical Coordinator Role
 - ♦ Permanent direct caregiver staffing

Thank You

