

Chief Executive Officer  
Ryan Harris



Board of Directors  
Jeanne Utterback, President  
Abe Hathaway, Vice President  
Tami Humphry, Treasurer  
Lester Cufaude, Secretary  
James Ferguson, Director

Quality Committee  
**Meeting Agenda**  
May 27, 2026 @ 9:30 am  
Mayers Memorial Healthcare District  
Fall River Boardroom  
43579 Hwy 299E  
Fall River Mills, CA 96028

In observance of the Americans with Disabilities Act, please notify us at 530-336-5511, Ext 1130 at least 48 hours in advance of the meeting so that we may provide the agenda in alternative formats or make disability-related modifications and accommodations. The District will make every attempt to accommodate your request.

#### Attendees

Les Cufaude, Chair, Board Member  
James Ferguson, Board Member  
Ryan Harris, CEO  
Libby Mee, CPO  
Jack Hathaway, Director of Quality  
Lisa Neal, Board Clerk

				<b>Approx. Time Allotted</b>
<b>1</b>	<b>CALL MEETING TO ORDER</b>	Chair: Les Cufaude		
	This meeting will be conducted in accordance with Robert's Rules of Order and the Bylaws of Mayers Memorial Healthcare District.			
<b>2</b>	<b>CALL FOR REQUEST FROM THE AUDIENCE - PUBLIC COMMENTS OR TO SPEAK TO AGENDA ITEMS</b>			
	Persons wishing to address the Board are requested to fill out a "Request Form" prior to the beginning of the meeting (forms are available from the Clerk of the Board (M-W), 43563 Highway 299 East, Fall River Mills, or in the Board Room). If you have documents to present to the Board of Directors for review, please provide a minimum of 9 copies. When the President announces the public comment period, requestors will be called upon one at a time. Please stand and give your name and comments. Each speaker is allocated five minutes to speak. Comments should be limited to matters within the jurisdiction of the Board. Pursuant to the Brown Act (Govt. Code section 54950 et seq.), action or Board discussion cannot be taken on open time matters other than to receive the comments and, if deemed necessary, to refer the subject matter to the appropriate department for follow-up and/or to schedule the matter on a subsequent Board Agenda.			
<b>3</b>	<b>APPROVAL OF MINUTES</b>			
	3.1	Quality Board Committee Meeting – March 25, 2026	<b>Attachment A</b>	<b>Action Item</b> 2 min.
	3.2	Quality Board Committee Meeting – April 29, 2026	<b>Attachment B</b>	<b>Action Item</b> 2 min.
<b>4</b>	<b>DIRECTOR OF QUALITY REPORT</b>	Jack Hathaway	<b>Attachment C</b>	Report 5 min.
<b>5</b>	<b>OTHER INFORMATION/ANNOUNCEMENTS</b>			Information 2 min.
<b>6</b>	<b>ADJOURNMENT: Next Quality Board Committee Meeting – June 24, 2026</b>			

Posted: 05.21.26

Chief Executive Officer  
Ryan Harris



Attachment A

**Board of Directors**

Jeanne Utterback, President  
Abe Hathaway, Vice President  
Tami Humphry, Treasurer  
Lester Cufaude, Secretary  
James Ferguson, Director

Board of Directors  
**Quality Committee**  
**Minutes**

March 25, 2026 @ 9:30 am  
Mayers Memorial Healthcare District  
Fall River Boardroom  
43563 Hwy 299 E  
Fall River Mills, CA 96028

*These minutes are not intended to be a verbatim transcription of the proceedings and discussions associated with the business of the board's agenda; rather, what follows is a summary of the order of business and general nature of testimony, deliberations, and action taken.*

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**1 CALL MEETING TO ORDER:** Les Cufaude called the Quality Board Committee meeting to order at 9:33 am on March 25, 2026, in accordance with Robert's Rules of Order and the Bylaws of Mayers Memorial Healthcare District, which govern the conduct of the meeting.

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**BOARD MEMBERS PRESENT:**

Les Cufaude, Committee Chair, Director  
Jim Ferguson, Director

**STAFF PRESENT:**

Ryan Harris, CEO  
Jack Hathaway, Director of Quality  
Libby Mee, Chief People Officer  
Theresa Overton, Chief Nursing Officer  
Keith Earnest, Chief Clinical Officer  
Lisa Neal, Board Clerk

**ABSENT:**

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**2 CALL FOR REQUEST FROM THE AUDIENCE – PUBLIC COMMENTS OR TO SPEAK TO AGENDA ITEMS**  
No public comment.

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**3 APPROVAL OF THE MINUTES: February 25, 2026**

3.1 Regular Quality Committee Meeting – February 25, 2026

A motion to accept the minutes, with changes, was made, seconded, and carried.

Ferguson /  
Cufaude

Approved  
by All

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**4 DIRECTOR OF QUALITY:** Written report submitted by Jack Hathaway.

The Cerner Optimization Project focuses on refining workflows, improving system integrity, and addressing data and order management issues, including CPT code cleanup. The project remains on track for completion by December 31, 2026.

Medication Errors. Progress has been made in reducing medication errors in collaboration with Richter. Efforts are underway to establish a clear baseline and optimize roles to support sustained performance. While standardized national benchmarks for SNFs are limited, the team is developing internal tracking and visual reporting. The committee has requested quarterly reporting.

One QIP measure has been achieved, with final validation pending Partnership data.

Patient experience priorities within HCAHPS have been identified, with continued monitoring and refinement as measures are sustained.

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**5 OTHER INFORMATION/ANNOUNCEMENTS:**

Ryan reported that he and other ELT members attended the CHA Rural Health Care Symposium in Sacramento, CA on March 23 & 24.

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**6 MOVE INTO CLOSED SESSION**

The Board Committee moved to closed session at 10:28 a.m.

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**6.1** Hearing (Health and Safety Code §32155) – Medical Staff Credentials

**MEDICAL STAFF REAPPOINTMENT**

1. Tikoos Blankenberg, MD – Pathology
2. Ashley Delaney, DO – Emergency Med.
3. Shelleen Denno, MD – Internal Med.
4. Dale Syverson, MD - Surgery

**AHP REAPPOINTMENT**

1. Lewis Furber, Jr, NP – Family Medicine (Pit River)

**AHP APPOINTMENT**

1. Vanessa Ulibas, LPCC (T2U)

The Board Committee adjourned the closed session at 10:44 a.m.

Ferguson /  
Cufaude

Approved  
by All

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**8 RECONVENE OPEN SESSION**

The Board Committee reconvened in open session at 10:44 a.m.

Motion to approve the medical staff credentials was made, accepted, and moved.

Ferguson /  
Cufaude

Approved  
by All

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- 9 ADJOURNMENT:** The committee chair declared the meeting adjourned at 10:47 a.m.  
Next Quality Board Committee Meeting is April 29, 2026
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DRAFT

Chief Executive Officer  
Ryan Harris



Board of Directors  
Jeanne Utterback, President  
Abe Hathaway, Vice President  
Tami Humphry, Treasurer  
Lester Cufaude, Secretary  
James Ferguson, Director

Board of Directors  
**Quality Committee**  
**Minutes**

April 29, 2026 @ 9:30 am  
Mayers Memorial Healthcare District  
Burney Boardroom  
20647 Commerce Way  
Burney, CA 96013

*These minutes are not intended to be a verbatim transcription of the proceedings and discussions associated with the business of the board's agenda; rather, what follows is a summary of the order of business and general nature of testimony, deliberations, and action taken.*

---

**1 CALL MEETING TO ORDER:** Les Cufaude called the Quality Board Committee meeting to order at 9:33 am on April 29, 2026, in accordance with Robert's Rules of Order and the Bylaws of Mayers Memorial Healthcare District, which govern the conduct of the meeting.

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**BOARD MEMBERS PRESENT:**

Les Cufaude, Committee Chair, Director  
Jim Ferguson, Director

**STAFF PRESENT:**

Ryan Harris, CEO  
Jack Hathaway, Director of Quality  
Libby Mee, Chief People Officer  
Theresa Overton, Chief Nursing Officer  
Dana Hauge, Director of Safety and Security  
Lisa Neal, Board Clerk

**ABSENT:**

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**2 CALL FOR REQUEST FROM THE AUDIENCE – PUBLIC COMMENTS OR TO SPEAK TO AGENDA ITEMS**  
No public comment.

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**3 APPROVAL OF THE MINUTES: March 25, 2026**

3.1 Regular Quality Committee Meeting – March 25, 2026  
No action taken, and will bring it to next month's meeting for approval.

**No Action  
Taken**

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**4 DIRECTOR OF QUALITY:** Written report submitted by Jack Hathaway. Jack provided a verbal update that a fall was reported to CDPH; awaiting survey.

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**5 DIRECTOR OF SAFETY:** Written report submitted by Dana Hauge. The Quality Committee requested a breakdown of the Falls/Slips to include the total number of residents

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**6 OTHER INFORMATION/ANNOUNCEMENTS:** There were no additional information items or announcements presented.

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**7 ADJOURNMENT: Next Quality Board Committee Meeting – May 27, 2026**

Adjourned at 10:18 am

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## Board Quality Report May 2026

### Patient Experience

Please see attached for most current data on the selected measures

### Risk (RL6) Review

See following pages for graphs – I moved them for a better view of the data.

### State

The plan of correction for the April 1 state visit with the F627 Transfers tag was accepted – our survey window for that visit will close July 1 – we were found to be in compliance with our POC during the May 19 visit that we had – a preview for next month – the May 19 visit had no deficiencies.

### Complaints

I have not received a complaint this month.

### QIP – DHCS

All well in DHCS QIP land – reporting will be completed by June 15. I cannot lie – I am not sad that this is my last QIP report – but I am pleased that we are positioned well moving into the future for participation in this program.

### Cerner

The Cerner work is moving along still – had PT and Imaging this month. Found fantastic standard work around internal referrals and we are testing that live in PT to see if it is something that can be shared and implemented throughout the district.

Also working on measuring interest on the PT module for outpatient PT – it is available and it looks to be something that could benefit that department. Generally, kudos to PT, it is clear that they have put in all the work to make their Cerner experience as seamless as they can given what they have to work with. I had doubts in the beginning but seeing how they have managed to create workflows that can achieve the kind of patient care they are happy to provide – it is impressive how far they have come.

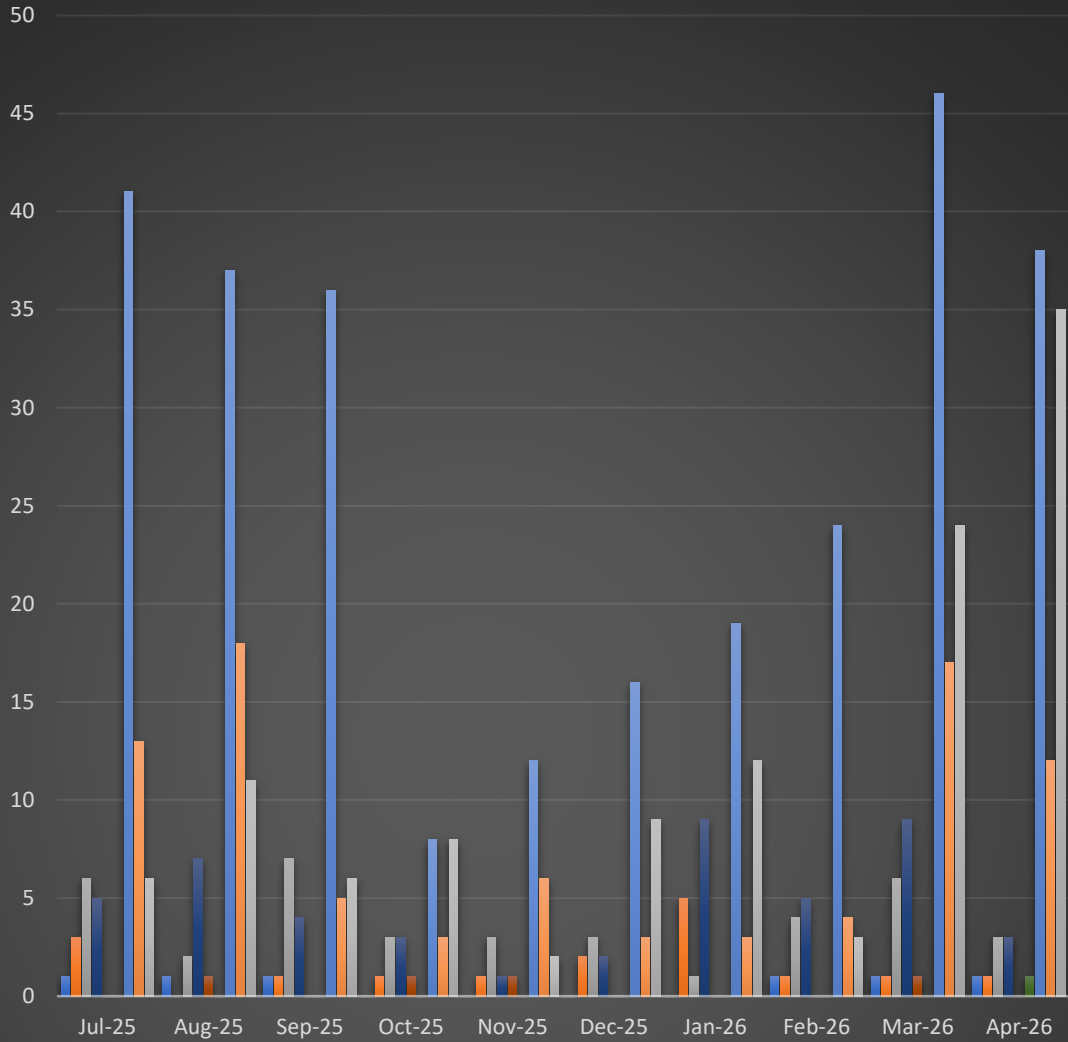
### Conclusion

As always, I am grateful for the opportunity to serve as Quality Director here in the district.

Respectfully submitted,

Jack Hathaway – Director of Quality

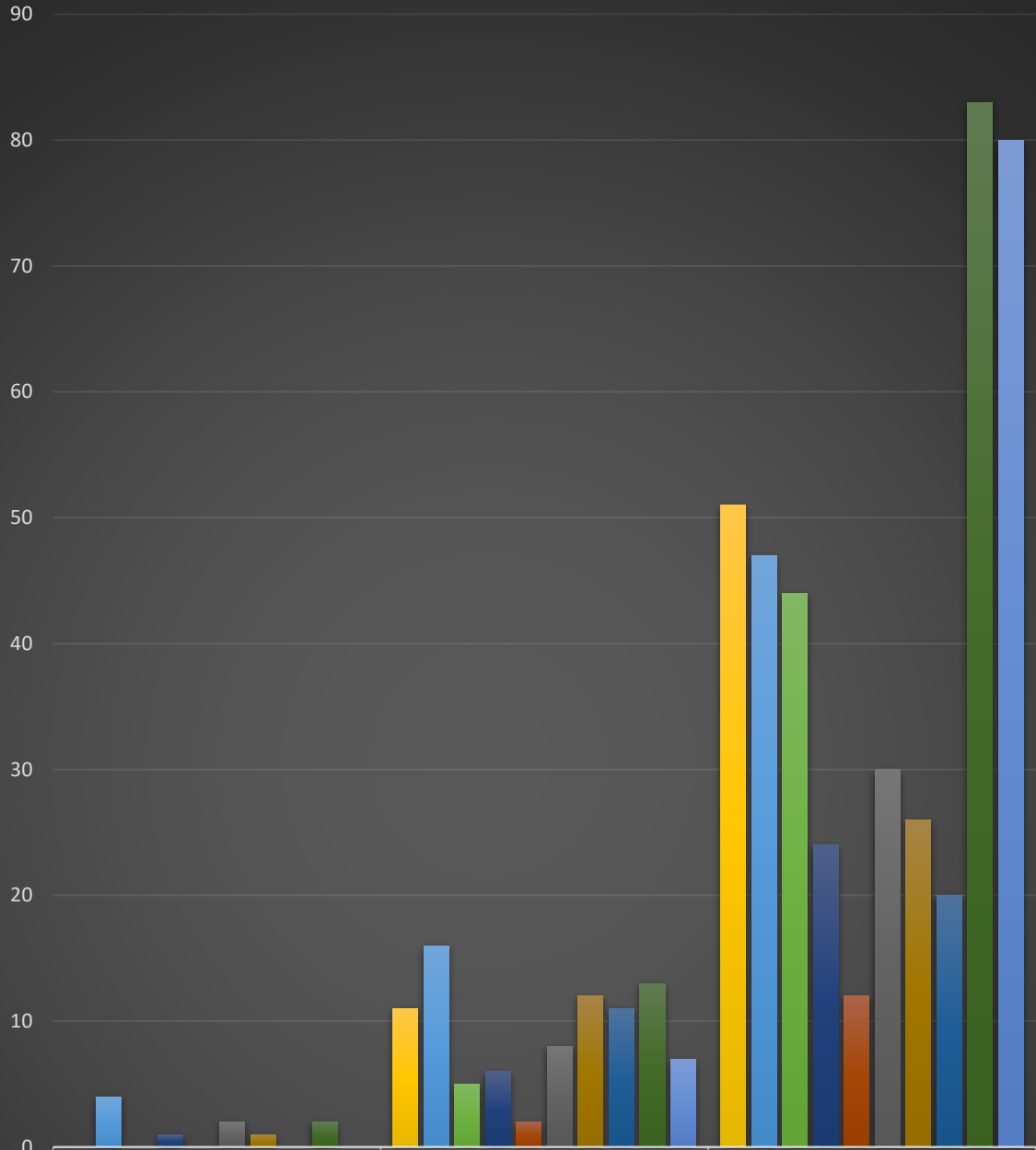
## Care/Service Area



	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26
Admitting	1	1	1	0	0	0	0	1	1	1
Clinic	3	0	1	1	1	2	5	1	1	1
Emergency	6	2	7	3	3	3	1	4	6	3
Med / Surg	5	7	4	3	1	2	9	5	9	3
OPM	0	1	0	1	1	0	0	0	1	0
Retail Pharm	0	0	0	0	0	0	0	0	0	1
Skilled FRM	41	37	36	8	12	16	19	24	46	38
Skilled BAF	13	18	5	3	6	3	3	4	17	12
Skilled BAMCU	6	11	6	8	2	9	12	3	24	35

■ Admitting   
 ■ Clinic   
 ■ Emergency   
 ■ Med / Surg   
 ■ OPM  
■ Retail Pharm   
■ Skilled FRM   
■ Skilled BAF   
■ Skilled BAMCU

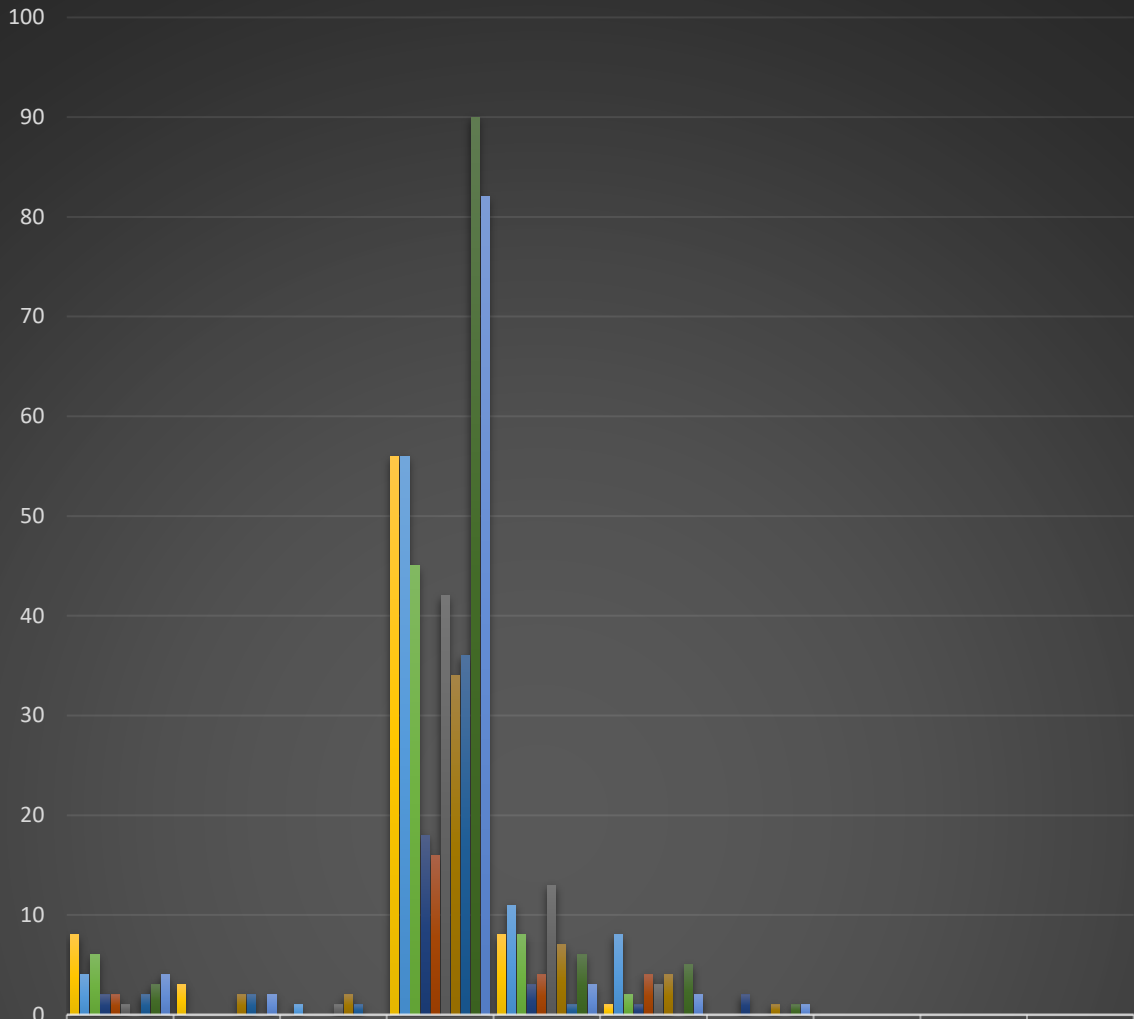
# General Event Type



	Abuse	Fall	Medication/Fluid
Jul-25	0	11	51
Aug-25	4	16	47
Sep-25	0	5	44
Oct-25	1	6	24
Nov-25	0	2	12
Dec-25	2	8	30
Jan-26	1	12	26
Feb-26	0	11	20
Mar-26	2	13	83
Apr-26	0	7	80

■ Jul-25 
 ■ Aug-25 
 ■ Sep-25 
 ■ Oct-25 
 ■ Nov-25 
 ■ Dec-25 
 ■ Jan-26 
 ■ Feb-26 
 ■ Mar-26 
 ■ Apr-26

# Severity Level Reported



	A: Unsafe Condition (No Event)	B: Near Miss caught by chance	B2: Near Miss caught by staff	C: No Harm - Reached Patient No Monitoring Required	D: No Harm - Reached Patient Monitoring Required	E: Harm - Temporary, Intervention Needed	F: Harm - Temporary, Hospitalization Needed	G: Harm - Permanent	H: Harm - Permanent, Intervention Required to Sustain Life	I: Death
Jul-25	8	3	0	56	8	1	0	0	0	0
Aug-25	4	0	1	56	11	8	0	0	0	0
Sep-25	6	0	0	45	8	2	0	0	0	0
Oct-25	2	0	0	18	3	1	2	0	0	0
Nov-25	2	0	0	16	4	4	0	0	0	0
Dec-25	1	0	1	42	13	3	0	0	0	0
Jan-26	0	2	2	34	7	4	1	0	0	0
Feb-26	2	2	1	36	1	0	0	0	0	0
Mar-26	3	0	0	90	6	5	1	0	0	0
Apr-26	4	2	0	82	3	2	1	0	0	0

■ Jul-25 
 ■ Aug-25 
 ■ Sep-25 
 ■ Oct-25 
 ■ Nov-25 
 ■ Dec-25 
 ■ Jan-26 
 ■ Feb-26 
 ■ Mar-26 
 ■ Apr-26

FILTER BY All sections selected

● High Point ● Low Point

Survey Items	SECTION/DOMAIN	Survey Type	n	Top Box Score				Percentile Rank	Score Trendline
				Current (Q1 2026)	Previous (Q4 2025)	Goal	Change		
Rate hospital 0-10	GLOBAL ITEMS	CAHPS	8	87.39%	66.54%	90.00%	20.85%	96	
Recommend the hospital	GLOBAL ITEMS	CAHPS	8	62.58%	72.80%	90.00%	-10.22%	23	
Nurses treat with courtesy/respect	COMM W/ NURSES	CAHPS	8	99.44%	91.04%	—	8.40%	99	
Nurses listen carefully to you	COMM W/ NURSES	CAHPS	8	86.94%	69.40%	—	17.54%	94	
Nurses expl in way you understand	COMM W/ NURSES	CAHPS	8	74.44%	91.04%	—	-16.60%	41	
Help toileting soon as you wanted	RESPONSE OF HOSP STAFF	CAHPS	5	80.40%	78.11%	—	2.29%	96	
Domain: Comm w/ Doctors	COMM W/ DOCTORS	CAHPS	8	95.16%	87.44%	—	7.71%	99	
Doctors listen carefully to you	COMM W/ DOCTORS	CAHPS	8	99.33%	81.16%	95.00%	18.16%	99	
Doctors expl in way you understand	COMM W/ DOCTORS	CAHPS	8	86.83%	90.25%	90.00%	-3.43%	95	
Cleanliness of hospital environment	HOSPITAL ENVIRONMENT	CAHPS	8	87.91%	92.13%	—	-4.21%	96	
Tell you what new medicine was for	COMM ABOUT MEDICINES	CAHPS	6	82.60%	74.17%	—	8.42%	92	
Staff describe medicine side effect	COMM ABOUT MEDICINES	CAHPS	7	70.49%	74.17%	—	-3.69%	99	
Domain: Discharge Information	DISCHARGE INFORMATION	CAHPS	8	93.87%	81.95%	95.00%	11.92%	95	
Staff talk about help when you left	DISCHARGE INFORMATION	CAHPS	8	87.61%	81.95%	90.00%	5.66%	72	
Info re symptoms/prob to look for	DISCHARGE INFORMATION	CAHPS	7	100.00%	81.95%	95.00%	18.05%	99	
Quietness of hospital environment	RESTFUL HOSP ENVIRONMENT	CAHPS	7	57.80%	84.29%	—	-26.49%	54	
Call button help soon as wanted it	ADDITIONAL RATINGS	CAHPS		N/A	N/A	—	--	N/A	
Hosp staff took pref into account	ADDITIONAL RATINGS	CAHPS		N/A	N/A	—	--	N/A	
Good understanding managing health	ADDITIONAL RATINGS	CAHPS		N/A	N/A	—	--	N/A	
Understood purpose of taking meds	ADDITIONAL RATINGS	CAHPS		N/A	N/A	—	--	N/A	

† Custom Question ^ Focus Question

Q4 2024 Q1 2025 Q2 2025 Q3 2025 Q4 2025 Q1 2026

■ At or Above Goal ■ <5 Points Below Goal ■ >5 Points Below Goal □ No Goal

## My Focus Items Summary

Time Period	Global Items					
	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	7	16	16	13	12	8
Top Box Score	71.43%	68.73%	87.37%	61.26%	66.54%	87.39%
Percentile Rank	49th	47th	96th	16th	32nd	96th

**Recommend the hospital**

**Global Items**

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	7	16	16	13	11	8
Top Box Score	28.57%	62.51%	93.84%	61.72%	72.80%	62.58%
Percentile Rank	1st	24th	99th	18th	54th	23rd

**Nurses treat with courtesy/respect**

**Comm w/ Nurses**

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	7	16	16	13	12	8
Top Box Score	85.71%	74.91%	99.34%	90.92%	91.04%	99.44%
Percentile Rank	41st	4th	99th	85th	86th	99th

**Nurses listen carefully to you**

**Comm w/ Nurses**

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	7	16	16	13	10	8
Top Box Score	42.86%	74.91%	80.59%	75.54%	69.40%	86.94%
Percentile Rank	1st	39th	73rd	37th	10th	94th

**Nurses expl in way you understand**

**Comm w/ Nurses**

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	7	16	16	13	12	8
Top Box Score	85.71%	68.66%	86.84%	83.23%	91.04%	74.44%
Percentile Rank	94th	13th	96th	88th	99th	41st

**Help toileting soon as you wanted**

**Response of Hosp Staff**

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	3	7	8	10	9	5
Top Box Score	100.00%	57.14%	87.75%	71.00%	78.11%	80.40%
Percentile Rank	99th	24th	99th	77th	94th	96th

**Domain: Comm w/ Doctors**

**Comm w/ Doctors**

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	7	16	16	13	12	8
Top Box Score	69.84%	76.97%	88.50%	70.13%	87.44%	95.16%
Percentile Rank	4th	35th	94th	5th	92nd	99th

**Doctors listen carefully to you**

**Comm w/ Doctors**

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	7	16	15	13	11	8
Top Box Score	57.14%	74.89%	85.83%	75.26%	81.16%	99.33%
Percentile Rank	1st	32nd	90th	32nd	72nd	99th

**Doctors expl in way you understand**

**Comm w/ Doctors**

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	6	16	16	13	11	8
Top Box Score	66.67%	74.89%	80.46%	59.88%	90.25%	86.83%
Percentile Rank	8th	50th	80th	1st	98th	95th

**Cleanliness of hospital environment**

**Hospital Environment**

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	7	14	16	13	12	8
Top Box Score	71.43%	57.22%	94.23%	93.32%	92.13%	87.91%
Percentile Rank	38th	4th	99th	99th	99th	96th

**Tell you what new medicine was for**

**Comm About Medicines**

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	5	12	14	8	8	6
Top Box Score	100.00%	75.00%	84.77%	72.80%	74.17%	82.60%
Percentile Rank	99th	55th	95th	34th	46th	92nd

Staff describe medicine side effect

Comm About Medicines

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	5	10	12	8	8	7
Top Box Score	100.00%	60.00%	73.90%	47.80%	74.17%	70.49%
Percentile Rank	99th	93rd	99th	45th	99th	99th

Domain: Discharge Information

Discharge Information

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	7	16	14	13	11	8
Top Box Score	71.43%	83.98%	89.44%	84.89%	81.95%	93.87%
Percentile Rank	1st	28th	76th	33rd	13th	95th

Staff talk about help when you left

Discharge Information

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	7	16	14	13	11	8
Top Box Score	71.43%	81.27%	85.86%	77.20%	81.95%	87.61%
Percentile Rank	1st	27th	57th	9th	27th	72nd

Info re symptoms/prob to look for

Discharge Information

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	7	15	14	13	11	7
Top Box Score	71.43%	86.69%	93.01%	92.58%	81.95%	100.00%
Percentile Rank	1st	36th	87th	84th	8th	99th

Quietness of hospital environment

Restful Hosp Environment

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	7	16	16	13	12	7
Top Box Score	57.14%	50.14%	63.51%	63.66%	84.29%	57.80%
Percentile Rank	40th	23rd	71st	69th	99th	54th

Call button help soon as wanted it

Additional Ratings

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	5	5	1			
Top Box Score	40.00%	60.00%	100.00%	N/A	N/A	N/A
Percentile Rank	1st	56th	N/A	N/A	N/A	N/A

Hosp staff took pref into account

Additional Ratings

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	5	6	1			
Top Box Score	20.00%	33.33%	100.00%	N/A	N/A	N/A
Percentile Rank	1st	9th	N/A	N/A	N/A	N/A

Good understanding managing health

Additional Ratings

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	5	6	1			
Top Box Score	20.00%	33.33%	100.00%	N/A	N/A	N/A
Percentile Rank	1st	2nd	N/A	N/A	N/A	N/A

Understood purpose of taking meds

Additional Ratings

Time Period	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026
n	7	6	1			
Top Box Score	42.86%	50.00%	100.00%	N/A	N/A	N/A
Percentile Rank	2nd	19th	N/A	N/A	N/A	N/A