



Point Roberts Hospital District

**Meeting Minutes
Wednesday February 4, 2026**

Call to Order and Roll Call:

The meeting was called to order by Commissioner, Noel Newbolt at 7:02 pm

Commissioners: Noel Newbolt (1), Alyssa Clark (2)
Staff Present: Superintendent: Javid Nouripour
Auditing Officer & Secretary: Farrah Carsten
MD, Provider: Sean Bozorgzadeh
Practice Manager: Alexandra Wiley

Guests/Public Present: Pat Grubb – APB, Vic Riley, Rhiannon Allen, Jen Kurcz, Shannon Riley, Shivé Marshall

Public Comment: None at this time.

Approval of Prior Minutes:

Approval of minutes from previous PRPHD Regular Meeting (January 7, 9 & 11, 2026).

Motion: To approve minutes as presented. **Motion carried.**

Financial Report:

Farrah Carsten provided copies and presented the financial report.

General Fund = \$251,989.22
Reserve Fund = \$187,330.29
Capital Fund = \$12,059.81

Current month payables = \$22,081.32 / Payroll is \$2,652

Bills presented for approval as follows:

02/03/26 – SuperTrack Urgent Care PLLC (Feb 2026) = \$16,000
02/03/26 – Whatcom County Fire District #5 utilities = \$166.59
02/02/26 – Bellingham Business Machines= \$16.27
01/08/26 – Whatcom County Finance (Q4-25) = \$170
01/12/26 – WA State Auditor’s Office = \$3,547.05
02/03/26 – Farrah Carsten reimbursement (Insurance & Whidbey) = \$2,181.41

Payroll:

Javid Nouripour – Superintendent = \$638
Farrah Carsten – Auditing Officer & Secretary = \$648
Kimberly Kimmerer – Cleaner = \$400
Noel Newbolt – Commissioner = \$483
Alyssa Clarke – Commissioner = \$483

***Farrah mentioned going forward she will always have a reimbursement claim for Whidbey and whatever else come up because by the time the check comes in from the county and is mailed, the account is past due. Whidbey is unable to put a note in the file and the service could be cancelled. She is going to look into getting a credit card for the district strictly for paying bills in these types of situations.*

Motion: To approve warrants and payroll for prior months' expenditures as presented. **Motion carried.**

Clinic Medical Director Update:



Clinic numbers: 129 total visits for January and on 1/20/25 there were 21 visits for that day.

Dr. Bozorgzadeh discussed a grant being offered by the American Medical Association for \$50k for 1 year but the deadline is March 1st to apply and he asked for Javid's help. It's for any project that improves the health of a community and it has to be physician led. Dr. Bozorgzadeh's subject recommendation specifically is obesity and diabetes because PeaceHealth has been having a hard time with their endocrinology clinic in Bellingham so patients have to drive to Skagit or further south. The goal is to take a more active role in the treatment of the diabetic patients and tapping into the expertise they already have with Kim at the clinic because she is a very experienced nurse. He is also hoping to have a part-time dietician because together this combination can run the project.

Superintendent's Report:

SuperTrack billing: Javid brought up an issue that's come up several times about patients being billed as an urgent care visit when it was primary care and is wanting to work with SuperTrack to update the registry to reflect that they offer primary care too. Alex responded that they would need to create a new business with a new tax ID which is cost prohibitive and new agreements would have to be negotiated with insurance providers and suppliers. Human Medicare Advantage is the only one they are having issues with but in the meantime, patients can email billing@supertrackurgentcare.com and the staff will work on it. Dr. Bozorgzadeh said they are already registered as urgent and primary care.

Patient Portal: Alex said it has still not been fixed but should any patients need to communicate with their provider regarding health needs or concerns to send an email to admin@supertrackurgentcare.com. Dr. Bozorgzadeh said it's best to call directly because the provider can call them back. The Point Roberts clinic is open 5 days a week and the Lakeway location is open every day from 9 am to 7 pm.

Other:

Commissioner #3 vacancy - presentation

Vic Riley was one of the founding commissioners of the district. Shannon Riley brought up his Oath of Office recently which he had signed in February of 2005 so the district is now 21 years old but he never imagined the clinic would be as capable and accessible as it has become. He left the commission in 2007 when he accepted a full-time position at Boeing in Seattle and in mid-2015 Unity Care the provider at that time was generating a lot of complaints from the community about the quality of care so they (Vic and Shannon) got involved. He suggested they run a community survey to find out if people are using the clinic or not, do they like it or not, what are the problems being experienced. And the biggest problem revealed via the survey was the lack of urgent care and people were turned away because the provider needed to keep their primary care numbers up and urgent care was diluting their primary care numbers. Statistics is what it came down to. Having SuperTrack come in as primarily an urgent care provider at that point was an enormous need versus people being sent to Bellingham or other places. The mix of urgent and primary care that SuperTrack has brought with them has been tremendous for the community in his eyes. **A presentation Vic compiled was shared during this time*

	Taxpayers Needs	Patients	Provider	Opportunities	Constraints
Sustainability					
Stability					
Predictability					

Vic proceeded with explaining that SuperTrack has been present in Point Roberts since 2019 and they've never had a stable year here between Covid and 2 hostile takeover attempts with their clinic contract and the less than fully supported board that formed most of their time here. They've experienced a lot of instability and it's made it very difficult for them to offer the clinic to their fullest capability. He is hoping that the new board will take the opportunity to create a stable environment so they can really focus on treating patients. The primary requirement for this year is stability and to let things calm down a bit, give SuperTrack the space they need to do what they do best.

In order to do that there needs to be sustainability. From the last meeting Dr. Bozorgzadeh mentioned that they expected to thrive here and they haven't been able to. After Vic looked into the finances and the subsidy PRPHD sends SuperTrack he's been concerned about the sustainability of the current finances and business model. When he looked at how SuperTrack is exceeding the terms of the current contracts and yet they're not being fully compensated for everything they provide, that tells him that the contract really isn't a good fit for what they have to offer. There's something out of

balance there. Vic stated that if he is selected, he would really like to work with everyone to dig into the details of the contract, the finances, how we got to where we are and why those decisions were made. Where there's flexibility to make different decisions and maybe adapt a little bit to make things more sustainable for SuperTrack and if the district can achieve that, then the benefit of that is predictability. Vic referred to a past issue that came up when Dr. Bozorgzadeh had asked for a three-year contract because of when SuperTrack brings forth employment contracts to prospective employees at the clinic, they need to be able to plan.

Vic Riley moved on to the next presentation slide regarding framework and said it's a very simplified version of a problem-solving process that he's used throughout his career. He explained the basic idea is that in a systematic problem-solving process, one starts with what are the needs and not to even think about what the potential solutions are until the needs are fully understood. The reason being is that needs often compete with each other and there are lots of different stakeholders that have different needs, but first we must understand what the sustainability, stability and predictability needs are for all the stakeholders. The global problem needs to be resolved and then next move on to the opportunities.

The opportunities are items that the commissioners have control over, primarily being the contract and the district finances to a lesser extent. Next would be developing promising ideas or things we can adjust, change or solve to make everything more sustainable and stable. The final step is to work through the constraints, which sets the bounds on solutions. There are legal constraints, practicality, affordability, ethical and all things that we would typically want to check on to ensure that whatever opportunities we come up with are the right ones and are really going to work. Vic provided an example. The 3 primary stakeholders are the taxpayers represented by the commissioners, the patients and the provider. From a sustainability perspective, the provider needs a sustainable business model and they can't continue losing money on us, so we need to find a way to fix that now.

Vic spoke about how a discussion came up about the emerging challenges with the patients that with the changes in the insurance landscape, we might have more patients who are uninsured or underinsured. Dr. Bozorgzadeh generously offered to try and accommodate. To that extent they will absorb the costs which further compromises the sustainability of their business model. That's an example of where the 2 stakeholder needs come into conflict and compete with each other. The contract seems kind of out of balance with what SuperTrack is actually providing and if they're not getting fully compensated then we need to look for ways to fix that.

Vic prefaced his next idea with it not being a proposal but to treat it as a brainstorming exercise. A possibility that when patient revenues drop, maybe the subsidy to SuperTrack increases to make up at least some of that difference. There are other possible solutions that he would want to tackle like starting with the data, finances, how much should the subsidy be, how much revenue is SuperTrack losing from year to year, how big is the gap. Once there is a better understanding of that, then we can think about what solutions are really appropriate ones. Then we look at constraints and if the solution we come up with is legal.

Another example Vic provided was during the contract renegotiation, Dr. Bozorgzadeh wanted to be able to offer prospective employees the longer-term contract. Stephen Falk objected to the three-year contract by saying that 'we're in the third year is effectively going to be a one term contract'. If you're just where you started out, you haven't really improved anything.

Possibly one way of addressing predictability is that instead of waiting on 2027 to negotiate we negotiate through 2028 this year, and 2029 next. That way we'd always be negotiating for two years out instead of one. SuperTrack will always have more than a year's worth of runway with which they can offer longer term employment contracts. And if SuperTrack decides that they don't want to renew, then we'll have them under contract for at least another year, which would give us enough time to try to find a replacement which is not going to be easy, it may not even be possible, but the more time we have the better.

Vic reiterated that the presentation was reflecting how the process works are illustrations and not real proposals because he hasn't started with the data. He would like to work through this process, possibly 4 or 5 of the public meetings. The key being to understand the needs before moving on to solutions. The biggest mistake that design and engineering teams often make is jumping right to solutions before they fully understand the problem.

Vic would ask Javid and Farrah to get data on the finances and work with SuperTrack to get history and what their needs are. And really understand where that need is and what needs to be done in order to improve the sustainability of the current finance situation and business model. In the public meetings, there will be some workshops. All five of us would work together to list crew stakeholders and what their needs are and to think about what the opportunities are to meet each one of those needs and come back to the table the next month with some ideas to work through. If we do that together, we'll all be on the same page and we'll be making those decisions together. Having a systematic process like this, where we have the kind of challenges that we have today is really the best way to make sure that the district, the clinic, the provider and the patients can all start to thrive.

Motion: To nominate Vic Riley for the Commissioner #3 vacancy. **Motion carried.**

(Point Roberts registered voters can email their nominations for the vacancy to secretary@prphd.org until February 21st, 2026 – RCW 42.12.080)

Next Regular Meeting: Wednesday March 4th, 2026 @ 7:00 pm in person at the Community Center and via ZOOM

Meeting adjourned by Noel: 7:38 p.m.

Minutes approved verbally at the following month's meeting:

**Noel Newbolt, Commissioner 1
Alyssa Clark, Commissioner 2
TBA, Commissioner 3**