

Submitted on Tue, 04/14/2026 - 5:01pm

Submitted by: Anonymous

Submitted values are:

Advisory Council Application

Name

Cyndi (Cynthia) Tierney Panganiban

Date of Birth

[REDACTED]

Street Address (Home)

[REDACTED]

City

[REDACTED]

State

[REDACTED]

Zip Code

[REDACTED]

Cell Phone

[REDACTED]

Personal Email

[REDACTED]

Please indicate which county you are applying to represent:

Solano County

Please indicate your membership preference:

Primary Representative

Please indicate the category for which you are applying and your category affiliation (if applicable):

Representatives of older individuals, Persons with leadership experience in the private and voluntary sectors.

Leadership Experience

A 30+ year career in leadership, training, coaching and mentoring roles, primarily in healthcare. Have volunteer experience with church, and volunteer officer/board roles with Toast Masters, professional industry associations, and HOA board (who hasn't done that once and lived to tell about it!)

Upload Resume or CV

[Panganiban Cyndi PX resume 2026.pdf](#)

Please indicate your race and ethnicity:

White

Supervisory District in which you reside

3

Please indicate any obstacles you may have with regard to meeting attendance (example: "I am not able to meet on Mondays or Wednesdays"):

NA

Memberships in other organizations or committees or other community participation (list name and address and nature of organization/committee or community participation):

See resume

Please provide a brief description of your employment and educational history (you can also upload your resume or CV)

Resume attached

PLEASE NOTE MY PROFESSIONAL CAREER IS UNDER CYNDI TIERNEY. My legal name is Cynthia Panganiban. References will likely not make the connection without referencing Tierney.

Name

Paul McGinty

Relationship

Former boss and President, NorthBay Health Foundation

Phone Number

[REDACTED]

Name

Diane Barney

Relationship

Former colleague, Director of Marketing & Communications, Hill Physicians Group

Phone Number

[REDACTED]

Name

Yolanda Bonomo

Relationship

Former Colleague, retired, Manager for Social Services, NorthBay Health

Phone Number

[REDACTED]

Why do you want to serve on the Advisory Council?

I now have time to contribute to my community and find that I have joined the official ranks of Seniors! More to the heart, my family and I have navigated the world of parental loss, and of our surviving parent experience a decline of mind and independence. I've found some of the frailties that come with this time of life and feel a kinship with this population and the support system needed to lift them up and keep safety, integrity and joy present.

Applicant's Signature

Cyndi Panganiban

Name

Cyndi (Cynthia) Panganiban

Date

April 14, 2026

HEALTHARE LEADER

Accomplished Patient Experience leader with demonstrated expertise creating aligned goals and measurable outcomes, implementing actionable plans, and evaluating success. Skilled coach, trainer and facilitator with proven success building rapport with clinical and non-clinical teams.

PROFESSIONAL EXPERIENCE

NORTHBAY HEALTH, Solano County, CA

2020 – 2026

System Director, Patient Experience

Oversaw ambulatory and inpatient patient experience, provider coaching and customer relations.

- Created, branded and facilitated NorthBay True North service and de-escalation training. 1700+ clinical and non-clinical teams and providers completed training and observations.
- Co-led Leader Development Program: assessment, quarterly offsites and ongoing evaluation.
- Executive Sponsor for NorthBay's Patient Family Advisory Council.
- Successfully migrated patient survey platforms for the system: two hospitals and 35 clinics/centers.
- NorthBay saw a 30 percentile rank increase for HCAHPS (hospital) patient satisfaction results.

HOSPITAL CORPORATION OF AMERICA (HCA)

2015 – 2019

Vice President of Patient Experience, Methodist Hospital/Children's Hospital San Antonio, TX (2018 – 2019)

Led hospital-wide strategy to improve patient experience, focusing on key performance drivers and power units. Worked in concert with top nursing and ancillary leadership and reporting weekly to the Executive team.

- With CNO/ACNO, led weekly PX team meetings. Integrated service line leaders in coach-the-coach model and grew leadership bench strength across primary patient experience tactics.
- Operated in tandem with Division and Hospital leadership to introduce and roll out SAFETY Rounds, HCA's clinical hourly rounding framework.
- Designed and facilitated division orientation, resident training, new leader training, and STAR coaching using Press Ganey's model of Compassionate Connected Care.
- HCAHPS ranking at 68th nationwide; Nurse Leader Rounding at 94% and Hourly Rounding at 40%.

Vice President of Patient Experience, Sunrise Hospital/Children's Hospital, Las Vegas, NV (2015 – 2018)

Held responsibility for creating and executing patient experience strategy across two hospital entities, including developing and cascading goals for inpatient, surgery, and emergency units, and folding patient experience framework into Nursing Strategy for all major service lines.

- Initiated Sunrise's change of mission, involving employees to create a short and memorable purpose statement. Ensured team included EVS, Food Services and Plant Operations representation.
- Trained, coached and validated all nursing leaders on leader rounding and coaching.
- Shadowed and coached Hospitalists on AIDET and listening skills. Presented PX tactics to Medical Staff.
- Deployed ORBIT, HCA's rounding application, across the Children and Adult hospitals' OAS and ED.
- Embedded AIDET throughout organization, with a child's twist for Children's Hospital staff, anchoring new protocols in nursing orientation and reinforcing them with bedside shift reporting and rounding.
- Equipped leaders with resilience and conflict resolution tools using Crucial Conversations, incorporated Service Recovery for all new staff, and positioned Patient Advocates to mentor and coach unit leaders on de-escalation and resolution.
- Sunrise's HCAHPS performance ranked as the 11th most improved of all HCA hospitals for 2017.

HEALTHSTREAM, Nashville, TN

2011 – 2014

Consultant for Patient Experience

Strategized with clients to set organization, site, and leadership goals, helping to assess leadership competencies and process gaps.

- Presented to national, state, and regional conferences, Leadership Development Institutes, and board and medical staff.
- Led patient experience consortiums, including HealthStream's first regional event, drawing 75% of our client base.
- Consulted on Employee and Physician engagement, working with Executive and Medical Executive teams to set goals and plan for success, helping to achieve 100% client retention for 2013 and 2014.

PRESS GANEY ASSOCIATES, South Bend, IN (remote)

2009 – 2011

Consultant | Improvement Manager

Worked with clients to interpret customer feedback data, identify opportunities and solutions, and design action plans. Client onsite presentations at least annually to C-suite, physicians, leadership, and staff.

- Supported approximately 65 medical practice accounts, a mixture of system-owned clinics, academic medical practices, and association-affiliated entities.
- Named in Top Five in Client Services for 2010.

SUMNER REGIONAL HEALTH SYSTEM, Gallatin, TN

1994 – 2008

Patient Experience Administrator (2006 – 2008)

Leadership Consultant (2005 – 2006)

Director of Training and Development (1994 – 2005)

Managed a department of seven, serving 1,500 employees in three hospitals, EMS, two home health agencies, hospices, and several outlying clinics to provide community outreach, supervisory and management development, computer training, and LPN-to-RN program development.

- Developed system strategy and coached patient satisfaction teams across the enterprise.
- Led Sumner's application for the Tennessee Quality Award, utilizing the Senior Team's work product and formal feedback for SHRS' organizational and leader assessment.
- Planned, coordinated, and executed employee forums and Leadership Institutes.
- Integrated Balanced Scorecard, Press Ganey, and Studer Group concepts into onboarding.
- Became a founding Dean for Sumner University, a yearlong leadership program for growing staff that connected leaders and changing culture.
- Led Excellence Express, Sumner's journey in organizational renewal, which SRMC rated as the "best orientation" they had ever attended.
- Presented at annual Studer Conference, *What's Right in Healthcare*.

VANDERBILT UNIVERSITY, Nashville, TN

1990 – 1994

Assistant Manager, Recruitment and Staffing | Senior Recruiter

Oversaw daily operations, including an annual volume of 20,000 applications, and 5,000 job postings with a staff of four Assistant Recruiters. Managed 400 temporary staff for Vanderbilt's in-house Temp agency.

TEACHING EXPERIENCE

Adjunct Professor, Human and Organizational Development Internship Program
Vanderbilt University's Peabody College of Education and Human Development

MANAGEMENT CONSULTING EXPERIENCE

Blue Core Technologies, 2014 – 2015
US Zinc, 2012; 2014
Gulf Bank, Kuwait, 2005 – 2008

VOLUNTEER EXPERIENCE

The Father's House, Healing Rooms/Food Bank 2024 - present
Community Outreach, ACHE 2015; Second Harvest, 2014
Small Group Leader, Cross Point Church, 2012 – 2014
Mission Trips: Kolkata, India, and Kentucky; Rotarian missions to Guatemala

EDUCATION

Executive Coaching Certificate

Villanova University/Newfield Network, Newfield, NJ

Master of Education in Human Development

Vanderbilt University, Nashville, TN

Bachelor of Science in Management

Trevecca Nazarene University, Nashville, TN

INSTRUCTOR CERTIFICATIONS AND PROGRAMS

CPXP - Certified Patient Experience Professional
Crucial Conversations Certified Trainer
NCharge (Catalyst Learning) Charge Nurse Leadership Trainer, Certified
Primary Care Practice Coach, IHI
Myers Briggs Type Indicator, Personal Strengths Inventory Certified Trainer
Situational Leadership, Ken Blanchard Certified Trainer
LEAN Training (Yellow Belt)
Quality Tools School, Executive Learning Certified Trainer

PROFESSIONAL ASSOCIATIONS

Past President, Coronada Condo Association Board
Past President, Association for Talent Development, MidTN
Past State President, Society of Healthcare Trainers