



KAWEAH DELTA HEALTH CARE DISTRICT BOARD OF DIRECTORS PATIENT EXPERIENCE COMMITTEE

Kaweah Health Medical Center
305 W. Acequia Avenue, Executive Office Conference Room (1st Floor)

Tuesday, November 5, 2024

ATTENDING: Directors: Ambar Rodriguez & Mike Olmos; Gary Herbst, Chief Executive Officer; Keri Noeske, Chief Nursing Officer; Jennifer Cooper, Executive Assistant; Marc Mertz, Chief Strategy Officer; Deborah Volosin, Director of Community Engagement; Kelsie Davis, Board Clerk Recording

OPEN MEETING – 1:00PM

- 1. CALL TO ORDER**
- 2. PUBLIC PARTICIPATION** – Members of the public may comment on agenda items before action is taken and after it is discussed by the Board. Each speaker will be allowed five minutes. Members of the public wishing to address the Board concerning items not on the agenda and within the jurisdictions of the Board are requested to identify themselves at this time.
- 3. PATIENT EXPERIENCE STATUS REPORTS** – Review of current scores, proposed action plans including timeline for proposed action and potential barriers to proposed action plans for the out patient clinics and the emergency department.
Molly Niederreiter, Director of Rehabilitation & Skilled Services; Melissa Quinonez, Director of Mental Health Services; and Keri Noeske, Chief Nursing Officer
- 4. STRATEGIC PLAN / PATIENT EXPERIENCE** – Review patient experience and community engagement.
Keri Noeske – Chief Nursing Officer & Jennifer Cooper, Executive Assistant
- 5. ADJOURN**

In compliance with the Americans with Disabilities Act, if you need special assistance to participate at this meeting, please contact the Board Clerk (559) 624-2330. Notification 48 hours prior to the meeting will enable the District to make reasonable arrangements to ensure accessibility to the Kaweah Delta Health Care District Board of Directors meeting.

*Mike Olmos – Zone I
Secretary/Treasurer*

*Lynn Havard Mirviss – Zone II
Vice President*

*Dean Levitan, MD –
Zone III
Board Member*

*David Francis – Zone IV
President*

*Ambar Rodriguez – Zone V
Board Member*

11/1/2024 9:57:19 AM