November 1, 2023

NOTICE

The Board of Directors of Kaweah Delta Health Care District will meet in a Marketing & Community Relations Committee meeting at 4:00PM on Thursday November 9, 2023, at Kaweah Health Lifestyle’s Center; 5105 W. Cypress Avenue.

All Kaweah Delta Health Care District regular board meeting and committee meeting notices and agendas are posted 72 hours prior to meetings in the Kaweah Health Medical Center, Mineral King Wing entry corridor between the Mineral King lobby and the Emergency Department waiting room.

The disclosable public records related to agendas are available for public inspection at Kaweah Health Medical Center – Acequia Wing, Executive Offices (Administration Department) {1st floor}, 400 West Mineral King Avenue, Visalia, CA and on the Kaweah Delta Health Care District web page https://www.kaweahhealth.org.

KAWEAH DELTA HEALTH CARE DISTRICT
Michael Olmos, Secretary/Treasurer

Cindy Moccio
Board Clerk, Executive Assistant to CEO

DISTRIBUTION:
Governing Board, Legal Counsel, Executive Team, Chief of Staff
http://www.kaweahhealth.org
OPEN MEETING – 4:00 PM

CALL TO ORDER – Garth Gipson, Chair

1. PUBLIC / MEDICAL STAFF 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 jurisdiction of the Board are requested to identify themselves at this time. For those who are unable to attend the beginning of the Board meeting during the public participation segment but would like to address the Board, please contact the Board Clerk (Cindy Moccio 559-624-2330) or cmoccio@kaweahhealth.org to make arrangements to address the Board.

2. COMMUNITY ENGAGEMENT – Deborah Volosin, Director of Community Engagement

   2.1. Update on community engagement and events
   2.2. Wayfinding Results

3. MARKETING & MEDIA RELATIONS – Karen Tellalian, Director of Marketing & Communications

   3.1. Social Media Update
   3.2. Media Relations Update
   3.3. Marketing Update

ADJOURN – Garth Gipson, Chair

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.

MISSION: Health is our Passion. Excellence is our Focus. Compassion is our Promise.
An NRC Health AdVoice Study

Kaweah Health
Man on the Moon
1-Concept Test

July 2023
Study Design

Background
• NRC Health conducted online advertising testing research for Kaweah Health
• The quantitative survey launched July 18, 2023
• One video ad was tested in the “Man on the Moon” campaign

Methodology
• The study consisted of 100 respondents for the quantitative study
• Respondents were recruited using the following criteria:
  • Females age 25-54
  • Not employed in advertising, market research or the healthcare industry
  • Living within Kaweah Health PSA and SSA
  • Aware of Kaweah Health

Significance
• Standard error range ± 9.8% at 95% confidence level
• Differences are deemed significant when the difference is beyond the error range
Quantitative Survey Results
Q8) Please indicate which of the following hospitals or healthcare systems you have heard of.

- Kaweah Health: 100%
- Adventist Health Tulare: 76%
- Community Regional Medical Center: 66%
- Kaiser Permanente: 84%
- Adventist Health Hanford: 69%
- None of these: 0%
Q29) What about this ad stands out to you and/or what do you like most about it?

The ad has nice soothing music. It has scenes which depict smiling kind staff. Each doing there job relaxed and happy to be there. That kaweah health is there to help How the ad let the nurses be the center of the ad cause the nurses are somewhat the center of a clinic. They do a lot of the medical procedures related by the doctor, to me without nurses a hospital or clinic would not work out. how every employee if you go to the general has a better part in taking care of you and your health. It’s not only doctors and nurses but the night crew, food services they all matter too. Outstanding performance I like when the little girl asks the mom what she does for a living and she says she helps save lives. Loved each scene where they focused on the patient It made me feel like kaweah health hires competent individuals from the bottom up. The main component that stood out in the ad was the multiple presenting of the services that were non-medical such as custodial, laundry/linen, and other support staff.
AdVoice Benchmark Comparisons: Top Box Results

- **Breakthrough (Completely Stand Out):** 43%
- **Brand ID (Very Easy to Identify):** 40%
- **Persuasion (Very Likely to Use or Consider):** 28%
- **Relevance (Very Much):** 24%
- **Informative (Very Informative):** 42%
- **Likeability (Liked it Very Much):** 35%
- **Believability (Very Believable):** 47%
- **Action (Very Likely to Seek Out Information):** 22%

Significance for: Concept vs. AdVoice Benchmark

*The question text for these eight questions are in the presentation’s appendix.*
AdVoice Benchmark Comparisons: Top Two Box Results

- Breakthrough (Somewhat / Completely Stand Out): 76% vs. 90%
- Brand ID (Somewhat / Very Easy to Identify): 79% vs. 89%
- Persuasion (Somewhat / Very Likely to Use or Consider): 62% vs. 81%
- Relevance (Somewhat / Very Much): 54% vs. 71%
- Informative (Somewhat / Very Informative): 91% vs. 91%
- Likeability (Liked it Somewhat / Very Much): 71% vs. 77%
- Believability (Somewhat / Very Believable): 82% vs. 85%
- Action (Somewhat / Very Likely to Seek Out Information): 53% vs. 67%

Significance for: Concept vs. AdVoice Benchmark

*The question text for these eight questions are in the presentation’s appendix.
Q15) Please indicate the company/hospital or brand advertised in the ad(s).
<table>
<thead>
<tr>
<th>Main Idea</th>
</tr>
</thead>
<tbody>
<tr>
<td>Every Kaweah Health employee plays a role in saving lives: 63%</td>
</tr>
<tr>
<td>Kaweah Health is there for you when you need it: 14%</td>
</tr>
<tr>
<td>Kaweah Health offers advanced and innovative services: 5%</td>
</tr>
<tr>
<td>Kaweah Health has an experienced and caring team: 17%</td>
</tr>
<tr>
<td>Other, please specify: 1%</td>
</tr>
<tr>
<td>I don’t know: 0%</td>
</tr>
</tbody>
</table>

Q17) What is the main idea of the ad(s)?
### Perceptions / Attributes

<table>
<thead>
<tr>
<th>Statement</th>
<th>Before Viewing Ads</th>
<th>Man on the Moon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides services relevant to my needs</td>
<td>49%</td>
<td>54%</td>
</tr>
<tr>
<td>Staff is knowledgeable in their fields</td>
<td>45%</td>
<td>56%</td>
</tr>
<tr>
<td>Is a trusted health care provider</td>
<td>49%</td>
<td>55%</td>
</tr>
<tr>
<td>Provides compassionate care</td>
<td>42%</td>
<td>63%</td>
</tr>
<tr>
<td>Invests in the latest technology</td>
<td>26%</td>
<td>28%</td>
</tr>
<tr>
<td>Provides high quality care</td>
<td>43%</td>
<td>56%</td>
</tr>
<tr>
<td>Has a distinct image compared to other health care organizations</td>
<td>23%</td>
<td>37%</td>
</tr>
<tr>
<td>None of these</td>
<td>18%</td>
<td>9%</td>
</tr>
</tbody>
</table>

*Percentages shown for Kaweah Health

Q9) Which statements do you associate with the following hospitals or healthcare systems? After Viewing Ad(s) vs. Before Viewing Ad(s)

Q25) After having seen the ad(s), which statements do you associate with Kaweah Health?
Persuasion – Likelihood to Use

Q10) If needed, how likely are you to use or consider using the following hospitals or healthcare systems for Any services?

*Percentages shown for Kaweah Health

Q16) After seeing the ad(s), if needed, how likely would you be to use or consider using Kaweah Health for Any services?

Before Viewing Ads

- Very likely: 45%
- Somewhat likely: 34%
- Neither likely nor unlikely: 15%
- Somewhat unlikely: 4%
- Very unlikely: 6%
- I don’t know: 3%

Man on the Moon

- Somewhat likely: 47%
- Neither likely nor unlikely: 17%
- Somewhat unlikely: 0%
- Very unlikely: 1%
- I don’t know: 1%
Q11) Would you recommend the following hospitals or healthcare systems to someone you know for Any services? *Percentages shown for Kaweah Health

Q26) After viewing the ad(s), would you recommend Kaweah Health to someone you know for Any services?
Q19) After seeing the ad(s), which of the following are you likely to do in relation to Kaweah Health?

- Use the organization’s website to learn more: 28%
- Think more positively about the physicians and staff: 47%
- Recommend the organization to others: 28%
- Switch to this organization’s physicians or facilities: 10%
- Use social media (e.g. Facebook, Twitter, YouTube) to learn more: 15%
- Call to schedule an appointment: 12%
- Keep the organization in mind if needed for these services in the future: 53%
- Never consider this organization for health care: 2%
- The ad(s) did not change my opinion of the organization: 12%
- Other, please specify: 4%
Q23) Thinking of the ad(s) overall, how did they make you feel?

Other, please specify: Responses*

- This is the facility I already use, this ad reaffirmed my decision.
- Simply fact commercial was about their employees not patients as always
- No feelings
- Not pleased
- I love all the Kaweah Health Ads.
Appendix: Sample Demographics & Benchmark Questions
Quantitative Survey Demographics

Gender

- Male: 0%
- Female: 100%
- Transgender: 0%
- Non-binary: 0%
- Other, please specify: 0%

Household Income

- Under $25,000: 25%
- $25,000-$49,999: 30%
- $50,000-$74,999: 27%
- $75,000-$99,999: 5%
- $100,000-$124,999: 8%
- $125,000-$149,999: 1%
- $150,000 or more: 0%
- Prefer not to answer: 4%

Children Under 18?

- Yes: 51%
- No: 49%
Quantitative Survey Demographics

Race/Ethnicity

- American Indian or Alaska Native: 8%
- Asian: 2%
- Black or African American: 3%
- Hispanic, Latino, or Spanish: 40%
- Middle Eastern or North African: 0%
- Native Hawaiian or Other Pacific Islander: 3%
- White: 60%
- An option other than those listed, please specify: 3%

Age

- 18-24: 0%
- 25-34: 29%
- 35-44: 32%
- 45-54: 22%
- 55-64: 7%
- 65+: 10%

Insurance

- Yes, government insured (through Medicare, Medicaid, VA or military coverage): 63%
- Yes, privately insured (through a company like UnitedHealthcare or Blue Cross Blue Shield): 30%
- No, I am not covered by any health insurance: 4%
- I don't know: 3%
Quantitative Survey Geography
## Benchmark Questions

<table>
<thead>
<tr>
<th>AdVoice Benchmark Metric</th>
<th>Question</th>
<th>Question Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakthrough</td>
<td>Q13</td>
<td>To what extent would the ad(s) you saw stand out from other ads that you see, read or hear?</td>
</tr>
<tr>
<td>Brand ID</td>
<td>Q14</td>
<td>Do you believe the hospital or healthcare system advertised in the ad(s) is easy to identify?</td>
</tr>
<tr>
<td>Persuasion</td>
<td>Q16</td>
<td>After seeing the ad(s), if needed, how likely would you be to use or consider using Kaweah Health for Any services?</td>
</tr>
<tr>
<td>Relevance</td>
<td>Q24</td>
<td>How relevant are the ad(s) to you or your household?</td>
</tr>
<tr>
<td>Informative</td>
<td>Q21</td>
<td>How informative are the ad(s)?</td>
</tr>
<tr>
<td>Likeability</td>
<td>Q20</td>
<td>To what extent did you like the ad(s)?</td>
</tr>
<tr>
<td>Believability</td>
<td>Q22</td>
<td>How believable are the ad(s)?</td>
</tr>
<tr>
<td>Action</td>
<td>Q18</td>
<td>After seeing the ad(s), how likely is it that you will seek out additional information on Kaweah Health for Any services?</td>
</tr>
</tbody>
</table>
Media Relations Update
Visalia Corporate Games ends with lip-syncing battle between businesses

... Visalia, Electric Motor Shop, Equity Group, Kaweah Container, Kaweah Health, Kawneer, Serpa Packaging Solutions, Self-Help Enterprises, ... 

Kaweah Health

Positive ○

58M Reach 1 Duplicates

Kaweah Health is improving overall wellbeing with mental health services

At Kaweah Health mental health is part of overall health, which is why they’ve created the Kaweah Health Center for Mental Wellness.

Kaweah Health

Positive ○

451k Reach

The 13 best hospitals in California for cardiac surgery

... Center Kaiser Permanente Santa Clara Medical Center Kaweah Health Medical Center (Visalia) Mercy General Hospital (Sacramento) PIH ...

Kaweah Health Medical Center

Positive ○

207k Reach

Top Performing News Content – August 17, 2023 - October 25, 2023
Social Media
Competitor Performance - August 17, 2023 - October 25, 2023

<table>
<thead>
<tr>
<th>Profile</th>
<th>Audience</th>
<th>% Growth</th>
<th>Public Posts</th>
<th>Public Engagements</th>
<th>Video Per Post</th>
<th>% Growth</th>
<th>Impressions</th>
<th>% Growth</th>
<th>% Comments</th>
<th>Comments</th>
<th>Shares</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Profiles Average</td>
<td>5,758,71</td>
<td>61.86</td>
<td>52.29</td>
<td>2,886,57</td>
<td>55.40</td>
<td>1.09%</td>
<td>10.33</td>
<td>8.00</td>
<td>38.43</td>
<td>1.50</td>
<td>1.00</td>
</tr>
<tr>
<td>Competitor Profiles Average</td>
<td>12,913.08</td>
<td>100.46</td>
<td>38.00</td>
<td>2,434.31</td>
<td>64.06</td>
<td>0.85%</td>
<td>15</td>
<td>6.54</td>
<td>22.05</td>
<td>2.63</td>
<td>0.89</td>
</tr>
<tr>
<td>1 Valley Children's</td>
<td>60,796</td>
<td>147</td>
<td>17</td>
<td>909</td>
<td>53.47</td>
<td>0.24%</td>
<td>N/A</td>
<td>3</td>
<td>12</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>2 Kaweah Health</td>
<td>25,513</td>
<td>227</td>
<td>114</td>
<td>9,040</td>
<td>79.30</td>
<td>0.09%</td>
<td>N/A</td>
<td>19</td>
<td>90</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>3 ValleyChildren</td>
<td>22,866</td>
<td>575</td>
<td>28</td>
<td>14,254</td>
<td>599.07</td>
<td>2.56%</td>
<td>N/A</td>
<td>18</td>
<td>8</td>
<td>2</td>
<td>N/A</td>
</tr>
<tr>
<td>4 @CareForKids</td>
<td>19,339</td>
<td>-5</td>
<td>36</td>
<td>370</td>
<td>10.20</td>
<td>-0.03%</td>
<td>N/A</td>
<td>0</td>
<td>28</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>5 AdventistHealth</td>
<td>15,522</td>
<td>-478</td>
<td>58</td>
<td>3,542</td>
<td>61.07</td>
<td>3.18%</td>
<td>9</td>
<td>21</td>
<td>28</td>
<td>N/A</td>
<td>3.43</td>
</tr>
<tr>
<td>6 Community Region</td>
<td>14,980</td>
<td>24</td>
<td>21</td>
<td>182</td>
<td>8.67</td>
<td>0.16%</td>
<td>N/A</td>
<td>13</td>
<td>6</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>7 Saint Agnes Medical</td>
<td>12,978</td>
<td>101</td>
<td>30</td>
<td>383</td>
<td>12.77</td>
<td>0.76%</td>
<td>N/A</td>
<td>1</td>
<td>37</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>8 Adventist Health</td>
<td>7,203</td>
<td>-208</td>
<td>63</td>
<td>2,901</td>
<td>46.03</td>
<td>-2.61%</td>
<td>N/A</td>
<td>14</td>
<td>44</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>9 KaweahHealth</td>
<td>6,760</td>
<td>106</td>
<td>95</td>
<td>10,180</td>
<td>107.22</td>
<td>1.99%</td>
<td>21</td>
<td>21</td>
<td>23</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>10 Sierra View Medical</td>
<td>5,057</td>
<td>58</td>
<td>70</td>
<td>1,568</td>
<td>22.40</td>
<td>1.16%</td>
<td>N/A</td>
<td>2</td>
<td>63</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>11 Kaweah Health Life</td>
<td>3,822</td>
<td>28</td>
<td>36</td>
<td>116</td>
<td>3.22</td>
<td>0.74%</td>
<td>N/A</td>
<td>2</td>
<td>34</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>12 DignityHealthBakers</td>
<td>2,783</td>
<td>39</td>
<td>41</td>
<td>2,539</td>
<td>61.93</td>
<td>3.46%</td>
<td>21</td>
<td>16</td>
<td>4</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>13 SaintAgnesMedical</td>
<td>2,763</td>
<td>77</td>
<td>38</td>
<td>1,351</td>
<td>15.55</td>
<td>2.66%</td>
<td>9</td>
<td>3</td>
<td>26</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

More than medicine. Life.
More than medicine. Life.
Shout out to the City of Visalia for being named one of the great places to live in #California by Kiplinger, a national...

You will LOVE this! ❤️ Our Certified Nursing Assistant, Alfredo Vera Torres, was recently recognized by Visalia Police...

WELCOME! Our second cohort of nursing students has officially embarked on their three-year journey toward becoming...
Shout out to the City of Visalia for being named one of the great places to live in California by Kiplinger, a national...

WELCOME! Our second cohort of nursing students has officially embarked on their three-year journey toward becoming...

A big thank you to @shannongroveca, @vincefong661, and @assemblyman_mathis for their work to...
Shout out to the City of Visalia for being named one of the great places to live in #California by Kiplinger, a national...

WELCOME! Our second cohort of nursing students has officially embarked on their three-year journey toward becoming...

You will LOVE this❤️ Our Certified Nursing Assistant Alfredo Vera Torres, was recently recognized by Visalia Police...
<table>
<thead>
<tr>
<th>Post</th>
<th>Total Engagements</th>
<th>Reactions</th>
<th>Comments</th>
<th>Shares</th>
<th>Post Link Clicks</th>
<th>Other Post Clicks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top Post 1</td>
<td>1,024</td>
<td>27</td>
<td>28</td>
<td>7</td>
<td>7</td>
<td>955</td>
</tr>
<tr>
<td>Top Post 2</td>
<td>178</td>
<td>64</td>
<td>4</td>
<td>3</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Top Post 3</td>
<td>103</td>
<td>12</td>
<td>1</td>
<td>2</td>
<td>—</td>
<td>—</td>
</tr>
</tbody>
</table>
 Esto le ENCANTARÁ. ♥️ Nuestro Asistente Certificado de Enfermería, Alfredo Vera Torres, fue reconocido de manera muy... 

ÚLTIMA HORA | Por favor COMPARTA esta publicación para informar a sus seres queridos: nuestro Departamento de... 

¡Felicidades! La familia López dio la bienvenida a su primer bebé el 19 de septiembre 😊 Llegar a este punto no ha...
NEW – Healthy Baby, Healthy Mama Podcast

Soundcloud.com/KaweahHealth

YouTube: @KaweahHealth
Average Rating – August 17, 2023 – October 25, 2023

Performance Score
74/100
0% vs. previous period

Average Rating
3.99
-2% vs. previous period

Total Reviews
259
+2% vs. previous period

Response Rate
98.46%
+4% vs. previous period

Response Time
1.73 days
+65% vs. previous period

Average Rating

3.98  3.93  4.09

Aug 2023  Sep  Oct
### Top Locations - May 11, 2023 - August 17, 2023

<table>
<thead>
<tr>
<th>Rank</th>
<th>Location</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Kaweah Health Urgent Care (Court Street)</td>
<td>80 / 100</td>
</tr>
<tr>
<td></td>
<td>1633 S Court St Visalia CA</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Kaweah Health Exeter Clinic</td>
<td>73 / 100</td>
</tr>
<tr>
<td></td>
<td>1014 San Juan Ave Exeter California</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Kaweah Health Therapy Specialists Spine and</td>
<td>73 / 100</td>
</tr>
<tr>
<td></td>
<td>820 S Akers St Visalia California</td>
<td></td>
</tr>
</tbody>
</table>

### Top Locations - August 17, 2023 – October 25, 2023

<table>
<thead>
<tr>
<th>Rank</th>
<th>Location</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Kaweah Health Urgent Care (Court Street)</td>
<td>93 / 100</td>
</tr>
<tr>
<td></td>
<td>1633 S Court St Visalia CA</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Kaweah Health Therapy Specialists Spine and</td>
<td>93 / 100</td>
</tr>
<tr>
<td></td>
<td>820 S Akers St Visalia California</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Kaweah Health Medical Center</td>
<td>91 / 100</td>
</tr>
<tr>
<td></td>
<td>400 W Mineral King Ave Visalia CA</td>
<td></td>
</tr>
</tbody>
</table>
**Rating Info - August 17, 2023 – October 25, 2023**

### Ratings Distribution

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>171</td>
<td>66%</td>
</tr>
<tr>
<td>4</td>
<td>18</td>
<td>7%</td>
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<tr>
<td>3</td>
<td>12</td>
<td>5%</td>
</tr>
<tr>
<td>2</td>
<td>12</td>
<td>5%</td>
</tr>
<tr>
<td>1</td>
<td>46</td>
<td>18%</td>
</tr>
</tbody>
</table>

### Review Sites Distribution

<table>
<thead>
<tr>
<th>Site</th>
<th>Rating</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google</td>
<td>3.94</td>
<td>245</td>
<td>95%</td>
</tr>
<tr>
<td>Yelp</td>
<td>4.82</td>
<td>11</td>
<td>4%</td>
</tr>
<tr>
<td>Feedback</td>
<td>5.00</td>
<td>3</td>
<td>1%</td>
</tr>
</tbody>
</table>
Wayfinding Survey

Community Engagement

30 community members came onto the Main Campus after being assigned a unit. They rated us on the ease of directions and parking, cleanliness of inside and outside of facility, wayfinding, signage, and friendliness of staff. The survey took place during the month of August, 2023.
I went to the Kaweah Health Website and found the location before I came on campus.
The Website was very informative and gave me clear directions on the location I was attempting to find.
It was easy to find parking.

<table>
<thead>
<tr>
<th>Opinion</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>STRONGLY AGREE</td>
<td>6</td>
</tr>
<tr>
<td>AGREE</td>
<td>9</td>
</tr>
<tr>
<td>NEUTRAL</td>
<td>7</td>
</tr>
<tr>
<td>DISAGREE</td>
<td>3</td>
</tr>
<tr>
<td>STRONGLY DISAGREE</td>
<td>4</td>
</tr>
</tbody>
</table>
I felt safe in the parking lot.
There was proper signage for parking.
It was easy to find the correct entrance for my assigned location.
The area outside the facility was clean. (Trash cans, windows, sidewalks, etc.)

![Bar Chart]

- **Strongly Agree**: 8
- **Agree**: 12
- **Neutral**: 4
- **Disagree**: 3
- **Strongly Disagree**: 2
The staff members were friendly, knowledgeable and gave adequate directions and assistance.
The internal signage was easy to follow.
The restrooms were easy to locate.
The elevators were easy to locate.
The cafeteria was easy to locate.
The inside the facility was clean. (Trash cans, windows, hallways, floors, bathrooms, etc.)

- **Strongly Agree**: 10
- **Agree**: 9
- **Neutral**: 6
- **Disagree**: 1
- **Strongly Disagree**: 3
In cafeteria, food looks appetizing, staff was friendly, area was clean, etc.
Vending machines were easy to locate.

- STRONGLY AGREE: 8
- AGREE: 8
- NEUTRAL: 6
- DISAGREE: 4
- STRONGLY DISAGREE: 2
Vending machines were functioning properly.

- **STRONGLY AGREE**: 6
- **AGREE**: 9
- **NEUTRAL**: 11
- **DISAGREE**: 1
- **STRONGLY DISAGREE**: 1
The hand sanitizers were visible and available.

STRONGLY AGREE: 8
AGREE: 12
NEUTRAL: 3
STRONGLY DISAGREE: 5
If a member of the Spanish speaking population, the signage and communication were easy to understand.
<table>
<thead>
<tr>
<th>Parking Lot Description</th>
<th>Frequency</th>
</tr>
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<tbody>
<tr>
<td>Willow Street</td>
<td>1</td>
</tr>
<tr>
<td>Willow Plaza</td>
<td>1</td>
</tr>
<tr>
<td>Willow</td>
<td>1</td>
</tr>
<tr>
<td>The Outpatient Surgery Parking Lot. I brought in a friend for a colonoscopy.</td>
<td>1</td>
</tr>
<tr>
<td>Parking Lot Across on Acequia</td>
<td>1</td>
</tr>
<tr>
<td>Next to West Side of Hospital</td>
<td>1</td>
</tr>
<tr>
<td>Mineral King/Court</td>
<td>1</td>
</tr>
<tr>
<td>Mineral King and Locust</td>
<td>1</td>
</tr>
<tr>
<td>Mineral King</td>
<td>1</td>
</tr>
<tr>
<td>Locust and Mineral King Parking Garage</td>
<td>1</td>
</tr>
<tr>
<td>Locust and Mineral King</td>
<td>1</td>
</tr>
<tr>
<td>I walked</td>
<td>1</td>
</tr>
<tr>
<td>I parked on Noble and walked across the Acequia Garage Acequia and Court</td>
<td>1</td>
</tr>
<tr>
<td>Aseekwuia</td>
<td>1</td>
</tr>
<tr>
<td>Acequia St, Parking Structure</td>
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</tr>
<tr>
<td>Acequia Parking Garage</td>
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<td>Acequia Off Floral</td>
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<tr>
<td>Acequia Lot</td>
<td>2</td>
</tr>
<tr>
<td>Acequia Entrance</td>
<td>1</td>
</tr>
<tr>
<td>Acequia and West</td>
<td>1</td>
</tr>
<tr>
<td>Acequia and Floral</td>
<td>1</td>
</tr>
<tr>
<td>Acequia</td>
<td>4</td>
</tr>
</tbody>
</table>

I parked on Noble and walked across the Acequia Garage Acequia and Court. I brought in a friend for a colonoscopy.
Environmental Services - Feedback and Action Plan
Environmental Services Feedback

• The floors in the Acequia men’s bathroom need a full scrubbing. The waste bin was heavily rusted at the bottom. Not a good look. The edges where the floors meet the walls need a scrubbing. The tile floors are mopped - but need a good scrubbing. The grout lines are dirty.

• The carpeted areas in the Acequia lobby were not well-vacuumed. I was there before many people arrived. There was litter on the floors in the lobby, which was not new litter.

• A house keeping (?) supervisor named Lea was helpful, volunteering assistance with my wheelchair and taking me from the cafeteria to the Acequia lobby.

• Went to use the restroom on 3north and the toilet wasn’t flushed, but, no trash on floor, and was relatively clean.

• Primarily, the hallways were clear of any loose trash.

• What I did see was near ED doors and inside the elevator. The lobby waiting area inside the Acequia entrance could use a good vacuum.

• Nearly all the disinfectant dispensers I passed by were sufficiently filled. Only one in the cafeteria was empty.

• Trash near Mineral King Emergency entrance sign including a beer bottle. Trash near the main entrance.

• Found used needle and bloody syringe on sidewalk outside of Acequia wing.

• Visitors badges were the main trash outside.

• There were visitor badges stuck to the floor in the elevator.

• I did not see any hand sanitizers.

• There was trash outside on the ground at the AW entrance.

• Hospital was clean

• Elevator floors were filthy.
Environmental Services Action Plan

• Provide feedback to EVS team (both positive and constructive feedback) in October 2023 staff meeting.

• Establish EVS First Impression Committee (UBC team focused on improving service deliverables in the ED & Public areas). Meetings with staff are scheduled week of 10/9/23.

• Assess trash cans in restrooms – transition to plastic ones as a sustainable solution (non rusting) where immediately needed: complete by mid November 2023.

• Reassess carpet maintenance frequencies and realign accordingly: EVS leadership scheduled to meet with Floor care project team end of October 2023.

• EVS Director to follow up on 3N restroom that was reported to not flush, and if that’s still the case, Facilities W/O will be placed and Facilities Director will also be informed: Complete by 10/9/2023

• Continue to partner with Facilities Grounds team on entrances and trash feedback.

• Discuss alternative visitor badge options with Patient Experience committee to address badges being stuck on floors and elevators.
Facilities – Feedback and Action Plan
Facilities Feedback

Entrances

• I entered on the Acequia since all visitors are required to check in. Then they told me my location was on the complete opposite side. The directions were vague and I could easily have gotten lost. Lots of improvements are needed. It was a good experience. I think this will be helpful in making it better in the future.

• The entrance at Acequia was like being in a parking garage and on a bright sunny day was dark and dreary. There are picnic tables but no one is using them at all. In my travels I found one set of drinking fountains out of order, one elevator out of order and the other elevator up to 3 West was old, slow, and no signage inside. When I got out there was only a 3 North, 3 South, and 3 West sign, nothing to tell me where to go if I only knew I was headed to ICU. I did eventually find 3 W ICU but it was very difficult.

• Several were confused about the correct entrance to enter. Many had to walk around through the ambulance bay to get to the AW entrance.

• Ambulatory surgery center entrance is very confusing. Walked through the MK entrance and had to walk back outside and around.

• Difficult to determine main entrance.

• My overall impression was the hospital is a little easier to navigate when you enter from the main entrance.
Facilities Feedback Cont’d

**Elevators**
- One elevator was out of order and the functional one was dirty.
- Only one of the two public elevators was working. My husband has been a patient often in the past two years so I know this has been a problem for a long time. Is it permanently out of order?
- On day of my visit one elevator was out of order.
- Elevator’s appear to be well used and slow.
- The old area looked very worn and the new area looked clean.
- One elevator was broken. I had to wait a while.
- When I got off on the 4th floor, the waiting area was boiling hot. Very uncomfortable.
- Had to search for elevators.
Facilities Feedback Cont’d

**Wayfinding**

- Stripes on the wall here helpful!
- Never have understood the various colors along baseboards. Find the signs with the M&A much more helpful. Plus, they're easier to focus on because they are positioned at eye level. I did appreciate the blue tape line you see on the wall when you get off the elevator on the 2nd floor. Positioned at eye level and including the letters ICU and arrows it was much more helpful than what you see on the first floor.
- The colored lines were helpful to some and not to others. The lines changing color made it very confusing.
- Hospital was clean and staff was very friendly. I still had trouble finding my brother's room, even with the color tape and map provided. Why does the colored tape just change colors when I'm going down the same hallway?
- While participant was visiting there was an earthquake. Staff received notifications, but the participant was nervous and confused.

**Signage / Directions**

- Unless I COMPLETELY missed it.... there were ZERO directions to get ANYWHERE from the East Mineral King lobby.
- When going from AW to MK it felt like we were in an area we weren’t supposed to be in. (Back of the house) There is an opportunity to use the hallway to brag about yourselves and show the public the great things you are doing and that it is a public hallway.
Facilities Feedback Cont’d

Parking
• The parking garage was convenient, but there was no signage.
• Had to park on the roof of the Acequia parking garage.
• There was ample parking in the parking garage.
• For L&D, they did not tell me where to park. It was very confusing.
• Lack of parking signage was stressful.
• Parked in the Locust garage, plenty of parking, but, entered through the Mineral King entrance and had to walk through the facility to get to the correct side of the hospital.
• A pedestrian bridge from the parking garage would make access much easier.

Upkeep of Facilities
• Base boards in hallways need to be replaced COVID signage needs to not block general signs.
• Three of the chairs in the Acequia wing lobby have torn under fabric falling close to the floor.
• Plastic plants in the lobby? This is a cheap look.
• While sitting in lobby of 4 South a gigantic cockroach ran across. I killed it and disposed of it. The facility was not dirty but many places needed attention to detail.
• Finally, can I mention the visitor waiting areas are unsatisfactory? Coming off the elevator on 2nd floor was like walking into someone's living room. The ICU waiting area was even worse. Over half of the chairs lining the wall were filled with anxious family members. I felt very uncomfortable walking through the first group and even worse sitting with the second group to complete this survey.
Facilities Department Action Plan

• **Increase Signage** - Work with Marketing team to provide additional directories at multiple locations:
  • Hallway transition to East Expansion and Mineral King (Zone 6)
  • Directory signage in the public elevators
  • Directory signage at the Mineral King Entrance. Updating the existing kiosks may improve this as well.

• **Wayfinding Stripes** - Review the potential restriping of the hallways:
  • Need to consider using multiple lines and dedicating one color to represent your path of travel from Point A to Point B, without having to change colors (i.e. follow Blue line to the Mineral King West Elevators, follow the Green line to the Mineral King East Elevators, Orange line to Cafeteria, etc.)
  • Potentially add additional striping, similar to existing for 2W ICU and 3W to better identify certain areas like the cafeteria.

• **Budget** – Costs associated with implementing the above items can be covered under an existing wayfinding budget.
Food & Nutrition Services – Feedback and Action Plan
Food Nutrition Services Feedback

**Atmosphere in Cafeteria**
- The cafeteria was once much nicer. It serves the needs to staff but is not welcoming to visitors. It is cheerless and industrial.
- I saw the cafeteria sign and vending machines. When I opened the door to the cafeteria I saw the hot foods, sausage links, boiled eggs, biscuits, gravy, potatoes. Looked ok. Didn’t try the food. Very large limited menu. No one asked if I wanted anything as I was standing at the counter.
- Saw Starbucks. Happy to purchase coffee.
- No hot food out in cafeteria to view. Bought a closed box; not appetizing when opened. Fruit cups did look good!
- The food boxes need to be clear so you can see what is in there. Had to open all of the boxes.
- The cafeteria hot food line was closed during my visit at 3:30 p.m. There was a sufficient selection of fast food items available for purchase. Otherwise, this area was clean and very quiet.
- The cafeteria entrance is a small door that looks like it could go into a restroom or an office. Not welcoming at all. Food looked edible but not appealing. A large beverage/ Salad cooler was totally empty. No one was serving behind the counter. Needs better lighting, some bright signage or artwork, it seemed very depressing.
- Cafeteria was very easy to find. Staff didn’t acknowledge me when I was looking at the food and instead were having their own conversations. However, I’m sure had I asked for help they would have helped me.
- Can we do a glass door?
Food Nutrition Services Feedback Cont’d

Atmosphere Cont’d

• There was a lot of information posted outside the cafeteria door which made things confusing.
• There was a menu for the Siren Grill and the community member tried to order that inside the cafeteria. Very misleading.
• There were no staff members behind the counters in the cafeteria. It would have been nice to see someone there.

Wheelchair Access

• The primary door to the cafeteria did not allow wheelchair access. I became trapped. I had to stand and collapse the wheelchair to get past the choke point. The food line is difficult to access from a wheelchair.
• The beverage boxes need to be moved. The cafeteria staff on duty did not help. The lines were too narrow for my wheelchair.
• Wheelchair access at Kaweah should not mean the person using the wheelchair has to ask for help to carry out routine tasks like getting a meal in the cafeteria. Perhaps there was a way I could have accessed the serving line, but then organization and signage comes up as a problem. I felt like I was inconveniencing people.
Food Nutrition Services Feedback Cont’d

Vending Machines

• The vending machines seemed to be working in both wings. The lobby food service spot in the MK lobby is well done and inviting. The vending "Cafe" in the AW is too small, poorly lit, and not welcoming.
• Tried two vending machines. One didn’t work at all. Second had a network error but took swipe instead of tap.
• Idea- give vending machine and or cafe voucher to use on this wayfinding visit.
• The vending machines in the AW lobby were dimly lit and participants felt like they were intruding on staff who were sitting in there.
• Vending machines were empty.
• Would appreciate if you could use a credit card for vending machines.
• The vending machines on the first floor, near the ICU and main lobby near the Acequia entrance were well stocked. I didn't purchase anything so I don't know if they were working well. I've had an experience where a machine did not work and there was no way to receive a refund on the premises. Although it was not an easy process, I did receive a refund about a week later. The same small signage was displayed so I'm assuming the process remains the same. The AW vending area was a little messy.
Food & Nutrition Services Action Plan

• The Retail Manager will work with Cafeteria Staff to immediately offer assistance to patrons who are in wheelchairs.

• The Retail Manager will work with team members to have stocking done prior to meal service times. Also, they will only bring out one cart at a time and flatten boxes once they are emptied.

• FNS Director will work with the Facilities Director to evaluate the lighting in the AW vending area.

• Retail Manager to review food packaging options. Items are labeled with tamper-proof content labels.

• FNS Director will reach out to the vending companies to evaluate the machines. FNS Director will also reach out to ISS to evaluate router signal strengths in the vending area. Machines currently take credit cards.

• FNS Director will work with the Facilities Director to evaluate what can be done with the door and entrance and the lighting in the café to make the space a more inviting and welcoming atmosphere. The Retail Manager will work with the culinary teams to ensure the food presents better.

• Retail Manager will work with café staff to provide acknowledgement of patrons when they enter the café serving area, the serving line, and the cashier.

• FNS Director will work with vending machine companies to ensure the machines work and to keep them stocked and ready for patrons.
Marketing and Signage – Feedback and Action Plan
Marketing/Signage Feedback

Signage / Directions

• Overall it was easy to find the Cath lab and the staff were helpful. Looking for the Cath lab on the website was more challenging in that I wasn’t sure which floor or which parking lot to park in from the cardiac web page. But once on site it was easy enough. The most challenging part of the assignment was finding the QR code in the Cath lab because the sign I had in my head was different than the sign (window decal) in the lab.

• Otherwise was mainly clean. I didn’t see any outside signage around the hospital. Once inside I didn’t see any signage until the elevators.

• It was a good experience overall. My only complaint was that there was signage directing to the Mineral King Entrance but it was closed so I had to walk around to the Acequia entrance. Other than that it was a great experience!

• There is no location signage in lobby but that is understandable as one is supposed to check in at desk.

• There needs to be a location map or directory at each entrance to show where you need to go similar to what the mall has or most multi-story businesses.

• Easy to see the main entrance versus the emergency entrance. Staff provide clear directions it just takes a while to get to the Mother/Baby unit because it's on the other side. From there everything was easy to find, clean, friendly staff, signage in Spanish good in all areas needed. Staff give clear Spanish directions when needed. The cafeteria is on the other side of the building so again it took a little while to get there but the directions from staff where very easy to follow. I don’t think I saw any signage in the main lobby of the Mother/Baby unit that said cafeteria so I had to ask for directions but maybe I missed it.
Marketing/Signage Feedback Cont’d

• The only place Ambulatory or an A was posted outside on QR code & in surgery bldg. I went in one entrance and was told to go outside and walk around to the other entrance. I went between builds with no lighting, then back and tried another way, asked one person for help. Had to be buzzed in. Entrance littered with leaves. Have walk around corner to be greeted. One bathroom for M and F. No food or drink allowed in waiting area. Signage for vending n cafe easy to find. Still have how to wear mask sign up in cafe. Mask displays/ COVID signs up.
• Has a fork in the hallway ME and MW but does not indicate elevators are to the west.
• Signage very easy to follow and map was helpful.
• I did not see signs in the Acequia wing lobby with directions to the various units.
• As I walked around the inside of the hospital and found my way to the main hospital entrance, then the signs/directions were easier to see.
• I used the Acequia Wing Entrance. Directions from that entrance take you to Mineral King Lobby but does not provide any indication that the floor you want is that way.
• Assigned L&D, but the MK entrance was closed. Walked through the ambulance bay to AW entrance, but no signage for L&D.
Marketing/Signage Feedback Cont’d

**Signage/Directions**

- I entered the hospital from the Acequia entrance and staff from the lobby gave me directions, follow yellow, purple, blue lines to elevator. Once that ended I had to ask directions to the elevator. Took elevator to 3rd floor, and followed signs to 3N. The floor on the elevator display was hard to see, very faint. What would be helpful, when the elevator doors open, to have the floor painted on the wall in front of you. Not sure I’m describing this correctly.
- The signage on the ground level in front of the elevator said 4Tower but did not list telemetry. Then when I got to the 4th floor, the signage by the elevator was different which was confusing. Why are they different? Telemetry was written on the wall but there were no arrows. I sort of followed the hallway and found it. Website should include site map.
- Street signage for different entrances needs improvement.
- There needs to be signage inside the elevators with the different floors and units listed.
- There needs to be more signage in Spanish.
- Mineral King entrance signage appears to be only for labor and delivery and lab.
- Very few of the participants knew what M, A, ME, and MW meant.
Website

- The address listed on the website is the main address of the hospital so Google Maps takes you to the main entrance. Easy to see the main entrance versus the emergency entrance.
- The website for the 3 West ICU takes you to the Acequia entrance but the location is actually better found from the Mineral King entrance which was very confusing as I went to floor 3 in the Acequia entrance and had a hard time finding the West wing. I went back down to lobby and was told by an employee to follow different color stripes on the wall, that was very confusing as the colors changed and I had to ask to find an elevator the third floor of the West wing.
- Some people don’t have access to the internet, so the website is not an option.
- Going to the website before visiting the hospital wasn’t top of mind.
- I typed in 4N on the website, but nothing came up. I had to make a call.
- I tried looking for a map on the website and couldn’t find one.
- I went to the website, and it directed me to the Acequia Entrance, which was the wrong entrance for where I needed to go.
- I found a link on the website that misdirects you.
- Website was not easy to navigate on my phone.
- The website provides helpful information about hand washing before entering the NICU. I did not go into the NICU. Perhaps the hand washing requirements might be posted in the elevator hallway next to the NICU entrance?
Marketing/Signage Feedback Cont’d

**Website Cont’d**

- I tried looking for a hospital map but I could not find it on the Kaweah Health website. I looked under the visitor tab, and typed hospital map in the search and found no results. I found the website challenging to navigate.
- Lots of issues with the web site. Out of date info. Directions to the third floor did not include information about the elevator.
- There is no information on Broderick on the website other than what it looks like from the inside (video). If we are telling patients/visitors to go to Broderick instead of 3rd floor Main building then we need to change that. I looked for the closest place to park and again there was nothing online on where it so I actually parked in the furthest away lot.
- The address listed on the website is the main address of the hospital so Google Maps takes you to the main entrance.
- The website for the 3 West ICU takes you to the Acequia entrance but the location is actually better found from the Mineral King entrance which was very confusing as I went to floor 3 in the Acequia entrance and had a hard time finding the West wing. I went back down to lobby and was told by an employee to follow different color stripes on the wall, that was very confusing as the colors changed and I had to ask to find an elevator the third floor of the West wing.
Marketing Department Action Plan

• **Remove Unnecessary Signage** – Remove outdated signs from campuses and cafeteria. (Total cost - $4,800)

• **Website Update** – Update and improve the virtual map with walking directions from one location to another. (Total Cost = $1,458)

• **Elevator Signage** – Put ADA Compliant, metal signs in the interior of each elevator. (Total Cost = $1,458)

• **Main Entrance Location Maps** – 32” Touch Screen computer pedestal kiosks, connecting to website. (Quantity: 2 @ $3,832 = $7,664; Electrical connection estimate $8,000, OSHPD Approval Required) (Total Cost $15,864)

• **Facility Maps/Handouts** – 11”x17” bilingual folded facility maps to be handed out at check-in. (Total Cost = $5,000)

• **Exterior Signage** – Parking lot signs to identify A, M, S as identified on maps (Total Cost = $4,500) Internally illuminated single-sided monument sign with push-thru logo and LED message display for nights and instances when the Mineral King entrance is closed. “Emergency entrance only. Others Use Acequia”. Other messaging planned for times when Mineral Kings entrance is open. (Total Cost = $40,908)
Staff Feedback

• As I walked around 3N no staff asked if I needed help. A patient’s wife stopped me and asked if I needed help. We talked. She shared her husband had been at the hospital since last Friday. Had a stroke. Was on the CV ICU floor and then moved to 3N on Tuesday. Wife said no one from the hospital has been communicating with her. She thought because it’s Friday they would try to discharge her husband to Rehab but no one was telling her this. She said her husband was up walking for the first time yesterday, and her house would be difficult to navigate if he came home. She said someone from the staff (I think her badge had RN) was on the phone and when I left the wife told me her husband was being presented to team. Wife said she didn’t know what that meant. I left.

• They provided me with a map of the facility when I asked at the entrance desk.

• Several employees asked if I needed help and they were extremely FRIENDLY.

• Staff was extremely friendly at the entrance and gave me precise directions to my assigned location.

• The ladies in Labor and Delivery were nice but the main entrance people were not.

• The Acequia wing receptionist was friendly and helpful.

• Great experience. I was so intent on observing signage, etc., several employees stopped and asked if I was lost and needed help. Employees were very friendly, professional, and helpful.

• Staff were not friendly and we were almost ran over by three interns or staff in the hall.

• Staff at the front desk was personable and helpful. Offered to direct me to my destination.
Staff Feedback Cont’d

• The staff at the Acequia entrance were very helpful. (Follow the blue line and then the purple line. I would rather discuss the web site issues rather that take the time to document now.)
• Staff were not helpful or welcoming.
• At no time did any staff ask if I was lost or needed help. The front desk/reception person told me where the elevator was but it seemed like I interrupted her. Maybe I was supposed to ask someone else?
• Most experiences can be overridden with great customer service. All staff need to be on the same page. Customer/patient focused.
• Participant hinted at not being helped by staff due to his demographic.
• Nursing staff were transporting patient down the hall in a bed and the patient’s bottom was showing.
• Staff was very friendly.
• The staff member was helpful when I asked to use a wheelchair.
• I was stopped at the check-in desk when I tried to walk in. Staff members were not aware of what a “vendor” pass was and had to call someone.
Wayfinding Action Plan – Team Communication
Team Communication Action Plan

• Implement patient stories sharing via huddles, newsletters, staff meetings and rounding. Provide organization leaders with stories to choose and share with their teams as appropriate. In place by November 2023.

• Create compassionate communication education training for nursing and providers to be implemented in conjunction with organizational development. Creation and implementation by January 2024.

• Create compassionate communication education for organization team members to be implemented with organizational development. Creation and implementation by January 2024.

• Share feedback from survey with organization leaders for an awareness and solution creation at unit levels.

• Implement customer service training and etiquette expectations in orientation. Develop standards across all organization departments. Incorporate with orientation in February 2024.
Miscellaneous Feedback

• It was pretty rough. Will provide verbal feedback when we meet, but from the website on it was difficult.
• Thank you for the opportunity to assist. It’s a big facility and I appreciate that you are working to make it more user friendly!
• I forgot to look for hand sanitizers. The QR code was the most difficult thing to find!😊
• Took my husband to do lab work, lab parking was full, disappointing because he is elderly and in a wheelchair. Inside lab was empty, no one in the waiting room, told the receptionist and she suggested I take the survey. Thank You for listening.
• Yes, it was easy for me, but, I had to help a visitor find 2South. I looked and watched through her eyes. She found parking quick, she said, but had a bit of confusion on the "M" for Mineral King. When gets to Zone 6 it splits to go to Lab & Mineral King. I said yeah but will go right to the elevators as it curves around. You can go that way but it is longer. I explained what was on that side. The elevator was not working, so had to use the patient one. But visitors were not sure I said it was okay to use them. Maybe a sign would be good? Cafeteria was good and smelled yummy. Staff was walking so visitors could ask questions. I saw two different people ask. Parking garage not good for me - due to my vehicle - but there was enough light, signs, it was clean, and secure. The signs were good but people don't read signs. Made staff a little uneasy when I showed the paper. They were wondering what was going on.
• Overall I’m sure the patient care is exceptional but as a visitor it was an underwhelming experience to go there.
The pursuit of healthiness