

# Kaweah Delta Health Care District Board of Directors Committee Meeting

*Health is our Passion. Excellence is our Focus. Compassion is our Promise.*

## NOTICE

The Patient Experience Board Committee of the Kaweah Delta Health Care District will meet at the Executive Office Conference Room {305 W Acequia Avenue, Visalia, CA} on Wednesday, May 14, 2025:

- 4:00PM Open meeting

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.

All Kaweah Delta Health Care District regular board meeting and committee meeting notices and agendas are posted 72 hours prior to meetings (special meetings are posted 24 hours prior to meetings) in the Kaweah Health Medical Center, Mineral King Wing near the Mineral King entrance.

The disclosable public records related to agendas can be obtained by contacting the Board Clerk at Kaweah Health Medical Center – Acequia Wing, Executive Offices (Administration Department/Executive Offices) {1st floor}, 400 West Mineral King Avenue, Visalia, CA via phone 559-624-2330 or email: [kedavis@kaweahhealth.org](mailto:kedavis@kaweahhealth.org), or on the Kaweah Delta Health Care District web page <http://www.kaweahhealth.org>.

KAWEAH DELTA HEALTH CARE DISTRICT

David Francis, Secretary/Treasurer



Kelsie Davis

Board Clerk / Executive Assistant to CEO

DISTRIBUTION:

Governing Board, Legal Counsel, Executive Team, Chief of Staff, [www.kaweahhealth.org](http://www.kaweahhealth.org)

**Mike Olmos • Zone 1**  
President

**Lynn Havard Mirviss • Zone 2**  
Vice President

**Dean Levitan, MD • Zone 3**  
Board Member

**David Francis • Zone 4**  
Secretary/Treasurer

**Armando Murrieta • Zone 5**  
Board Member

# Kaweah Delta Health Care District Board of Directors Committee Meeting

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## KAWEAH DELTA HEALTH CARE DISTRICT BOARD OF DIRECTORS PATIENT EXPERIENCE

Wednesday, May 14, 2025

Kaweah Health Medical Center

305 W. Acequia Ave – Executive Office Conference Room

**Attending:** Directors: Mike Olmos (Chair) and Armando Murrieta; Gary Herbst, Chief Executive Officer; Marc Mertz, Chief Strategy Officer; Deborah Volosin, Director of Patient and Community Experience; Sintayehu Yirgu, Patient Experience Advocate; Teresa Bobadilla, Patient Experience Data Analyst; and Lisette Mariscal, Recording

**OPEN MEETING – 4:00 PM**

**CALL TO ORDER –** Mike Olmos, Chair

**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 jurisdictions 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 (Kelsie Davis 559-624-2330) or [kedavis@kaweahhealth.org](mailto:kedavis@kaweahhealth.org) to make arrangements to address the Board.

1. **MINUTES** – [Review of minutes from March 2025.](#)

2. **PATIENT EXPERIENCE** – *Deborah Volosin, Director of Patient and Community Experience*

2.1 [Patient Experience Structure Update](#)

2.2 [HCAHPS and Real Time Survey Scores](#)

2.3 [Patient Rounding](#)

2.4 [Lost Belongings](#)

**ADJOURN** – Mike Olmos, Chair

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# **Kaweah Delta Health Care District**

## **Board of Directors Committee Meeting**

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**Armando Murrieta • Zone 5**  
Board Member



# **MINUTES OF THE KAWEAH DELTA HEALTH CARE DISTRICT BOARD OF DIRECTORS PATIENT EXPERIENCE**

Wednesday, March 12, 2025  
The Lifestyle Fitness Center  
5105 W Cypress Ave

**PRESENT:** Directors: Mike Olmos (Chair) and Dean Levitan, M.D; Marc Mertz, Chief Strategy Officer; Deborah Volosin, Director of Patient & Community Experience; Sintayehu Yirgu, Patient Experience Advocate; Teresa Bobadilla, Patient Experience Data Analyst; and Lisette Mariscal, Recording

**CALLED TO ORDER – 4:00PM**

**PUBLIC / MEDICAL STAFF PARTICIPATION –** None.

**MINUTES –** The minutes from the January 2025 meeting were reviewed.

**INTRODUCTIONS –** Sintayehu Yirgu, *Patient Experience Advocate*, and Teresa Bobadilla, *Patient Experience Data Analyst*, were introduced.

**PATIENT EXPERIENCE –** Deborah Volosin and the Patient Experience team provided a verbal update on the ongoing progress for Patient Experience strategies and initiatives. The team also reviewed the latest HCAHPS and Real Time Survey scores. The March PX Topic was also presented.

**ADJOURN – 5:14PM**

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*Mike Olmos – Zone I  
President*

*Lynn Havard Mirviss – Zone II  
Vice President*

*Dean Levitan, MD – Zone III  
Board Member*

*David Francis – Zone IV  
Secretary/Treasurer*

*Armando Murrieta – Zone V  
Board Member*

**MISSION: Health is our Passion. Excellence is our Focus. Compassion is our Promise.**

# PX Board Meeting

May 2025



[kaweahhealth.org](http://kaweahhealth.org)



# PHASES OF PX ROLL-OUT





# Patient Experience Matters



Opportunities and insights to increase patient satisfaction.

# Kaweah Health April 2025

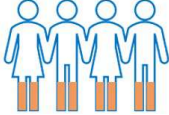
## Fiscal Year Data

July 2024 – March 2025

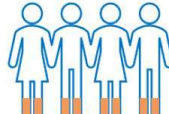
### Survey Scores



HCAHPS – 71.5  
56<sup>th</sup> Percentile

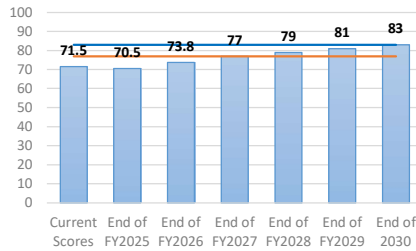


Inpatient  
NPS – 61.8  
37<sup>th</sup> Percentile

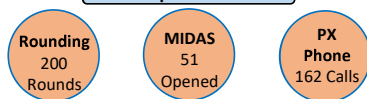


Medical Practice  
NPS – 80.0  
19<sup>th</sup> Percentile

### 5 Year HCAHPS Goal



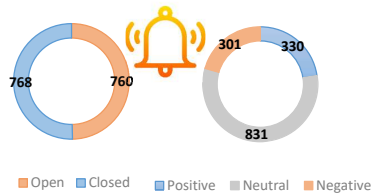
April 2025



Patient Experience Phone Line – X5151

Patient Experience Office Hours – Tuesday 9:00am-10:00am, Friday 2:00pm-3:00pm; (G2Meeting)

### Service Alerts



Human Understanding – 70.2  
7<sup>th</sup> Percentile

### PRIORITIES FOR ORGANIZATION

- Spending enough time with patient
- Providing consistent information
- Informing of delays
- Cleanliness
- Quiet rooms at night



Patient Experience Team – Deborah, Director (X2529), Sintayehu, Advocate (X2592), Teresa, Analyst (X2593)

Percent Submittable: 131.3% Submittable: 394 Needed: 300 Submittable Date Range: Apr 23, 2024 — Apr 22, 2025

CURRENT DATE RANGE  
Jul 1, 2024 — Mar 31, 2025

PREVIOUS DATE RANGE  
Jul 1, 2023 — Mar 31, 2024

Dimension	Previous Score	Current Score & Benchmark	n-size	Difference
Care Coordination	-	76.0%   71.7%	108	-
Care Transitions	48.8%	42.5%   52.0%	190	-6.3% ↓
Cleanliness	69.2%	68.2%   69.5%	299	-1.0% ↓
Communication About Meds	70.1%	68.5%   61.2%	133	-1.6% ↓
Communication with Doctors	80.8%	82.7%   80.1%	304	1.9% ↑
Communication with Nurses	82.8%	82.1%   79.6%	304	-0.7% ↓
Discharge Information	90.3%	89.3%   87.4%	279	-1.0% ↓
Information About Symptoms	-	75.5%   72.4%	94	-
Overall Rating of Hospital	75.1%	73.4%   71.6%	297	-1.7% ↓
Responsiveness of Hospital Staff	69.6%	66.7%   62.6%	288	-2.9% ↓
Restfulness of Hospital Environment	67.6%	66.6%   57.3%	302	-1.0% ↓
Would Recommend Hospital	74.2%	71.4%   72.1%	273	-2.8% ↓



# Real Time – Inpatient – 7/1/2024-3/31/2025



Providers knew medical history	31.3 17th n-size: 2,617	47.9
Nurses explained things	49.7 4th n-size: 2,558	72.6
Care providers listened	52.7 14th n-size: 2,527	67.6
Room quiet at night	42.3 27th n-size: 2,500	54.2
Facility was clean	54.0 14th n-size: 2,481	67.7
Care provider explain-if not better	55.0 34th n-size: 2,438	63.8
Food services courtesy/respect	68.6 32nd n-size: 2,392	74.3
Human Understanding	66.2 34th n-size: 2,338	70.3
Key Metric NPS: Facility would recommend	61.8 37th n-size: 2,289	66.2

# Real Time – Med-Practice – 7/1/2024-3/31/2025



Trust provider w/ care	66.8	3rd	n-size: 9,505	85.6
Provider listened	74.5	8th	n-size: 9,324	86.7
Got enough info re: treatment	72.9	12th	n-size: 9,194	82.3
Knew medical history	58.2	9th	n-size: 9,094	74.3
Clean clinic	76.1	19th	n-size: 9,000	85.3
Staff cleaned hands	63.4	6th	n-size: 8,866	81.9
Office hours convenient	67.3	69th	n-size: 8,707	59.7
Easy to schedule visit	70.0	48th	n-size: 8,633	71.6
Human Understanding	78.4	12th	n-size: 7,893	83.8
Key Metric NPS: Provider would recommend	80.0	19th	n-size: 7,656	86.6

# Real Time – Emergency Department – 7/1/2024-3/31/2025



Received consistent info	36.7 1st n-size: 9,889	57.3
Trust providers w/ care	45.3 4th n-size: 9,569	61.2
Spent enough time with patient	36.6 3rd n-size: 9,425	52.9
Care providers explain things	47.6 5th n-size: 9,321	62.1
Facility was clean	44.5 5th n-size: 9,017	65.3
Safety was priority	49.9 n-size: 8,621	52.5
Informed of delays	28.8 11th n-size: 8,473	38.6
Human Understanding	56.3 13th n-size: 8,347	67.3
Key Metric NPS: Facility would recommend	30.6 8th n-size: 8,144	52.6
Family involved as you wanted	53.3 7th n-size: 7,882	68.8
Feeling worse than discharge	81.1 25th n-size: 7,422	82.4
Questions about instruction	88.1 27th n-size: 7,311	86.0

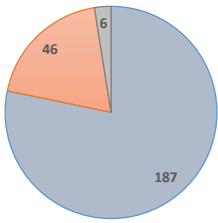


**Patient Experience Matters**  
 Opportunities and insights to increase patient satisfaction.

# Kaweah Health April 2025

## Rounding

200 Rounds

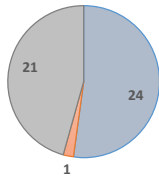
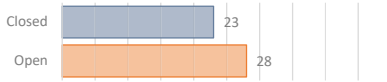


■ Positive ■ Negative ■ Midas



## MIDAS

51 Opened

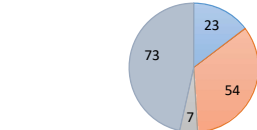
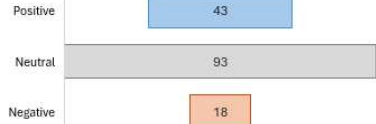


■ Complaint ■ Grievance ■ Lost



## Service Alerts

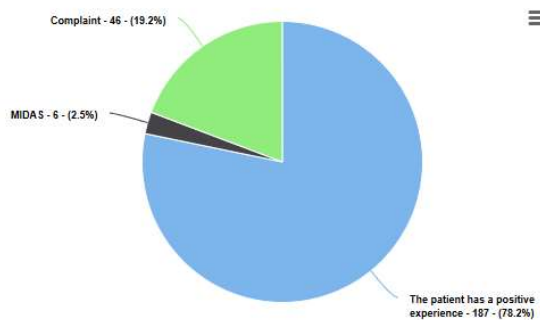
157 Total



■ Open ■ Closed - Resolved  
 ■ Closed - Unresolved ■ Closed - No Action

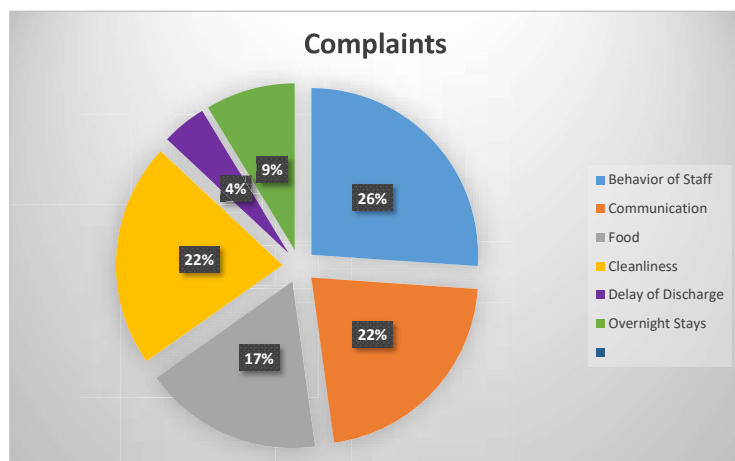


# Patient Experience – Patient Rounding



239 responses out of 200 rounds - [View Responses](#)

- **The patient has a positive experience**  
187 (78.2%)
- **Complaint**  
46 (19.2%)
- **Grievances**  
0 (0.0%)
- **MIDAS**  
6 (2.5%)



This did not include food complaints during the week then the cafeteria was down.

\*Executive Team Rounds = 5 executive rounds (Gary, Paul, Ryan, Marc, Dianne)

# Lost Belongings

Number of Lost Belongings in Midas System- **63 Lost belongings Currently opened in Midas**  
Number of Lost Belongings 3/3/2025 – 5/6/2025= **52**  
**8 out of 52 have been closed**

