

Kaweah Delta Health Care District Board of Directors Committee Meeting

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

KAWEAH DELTA HEALTH CARE DISTRICT BOARD OF DIRECTORS PATIENT EXPERIENCE

Wednesday, November 19, 2025

Kaweah Health Medical Center

305 W. Acequia Ave – Executive Office Conference Room

Attending: Directors: Mike Olmos (Chair) and Dean Levitan; 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 – 2:00 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 to make arrangements to address the Board.

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

2. [PATIENT EXPERIENCE – Deborah Volosin, Director of Patient and Community Experience](#)

- 1.1. [Patient Experience Structure Update](#)
- 1.2. [Patient Experience Dashboard](#)
- 1.3. [HCAHPS Trend](#)
- 1.4. [Patient Experience MIDAS](#)
- 1.5. [Lost Belongings](#)
- 1.6. [Patient Rounding](#)
- 1.7. [Service Alerts](#)
- 1.8. [October 2025 PX Topic](#)

Kaweah Delta Health Care District Board of Directors Committee Meeting

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

ADJOURN – Mike Olmos, 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.