

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, November 19, 2025:

- 2:00PM 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, 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

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](#)

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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ADJOURN – Mike Olmos, Chair

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Board Member

Kaweah Delta Health Care District

Board of Directors Committee

Meeting Minutes

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

Patient Experience Committee – OPEN MEETING

Wednesday September 10, 2025

Kaweah Health Medical Center – Executive Office Conference Room

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

CALL TO ORDER – This meeting was called to order at 4:03 PM by Mike Olmos.

PUBLIC/MEDICAL PARTICIPATION – There was no public or medical participation.

MINUTES – The minutes from the July 2025 meeting were reviewed.

INTRODUCTIONS – Marlo Montejano, Patient Experience Liaison, was introduced.

PATIENT EXPERIENCE –

- 1.1. Deborah Volosin provided a report on the current phases of the Patient Experience initiative. (see Attachment 1.1 of the agenda)
- 1.2. Teresa Bobadilla presented the latest data from HCAHPS survey and reviewed the Patient Experience dashboard. (see Attachment 1.2 of the agenda)
- 1.3 – 1.5 Sintayehu Yirgu reported on patient experience MIDAS, lost belongings, and patient rounding metrics for the month of August. (see Attachment 1.3 – 1.5 of the agenda)
- 1.6. Discussion on agenda item deferred.

Adjourned at 5:09 PM

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Patient & Community Experience

PX Board Committee
November 2025



kaweahhealth.org



PHASES

-  Completed
-  Working on
-  Not Started





Patient Experience Matters



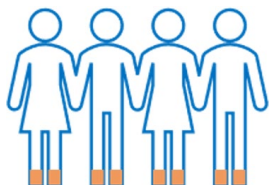
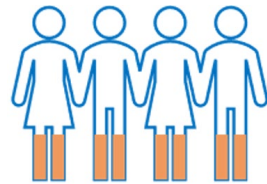
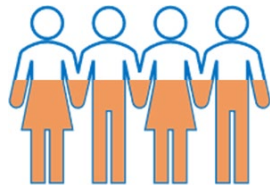
Opportunities and insights to increase patient satisfaction.

Kaweah Health October 2025

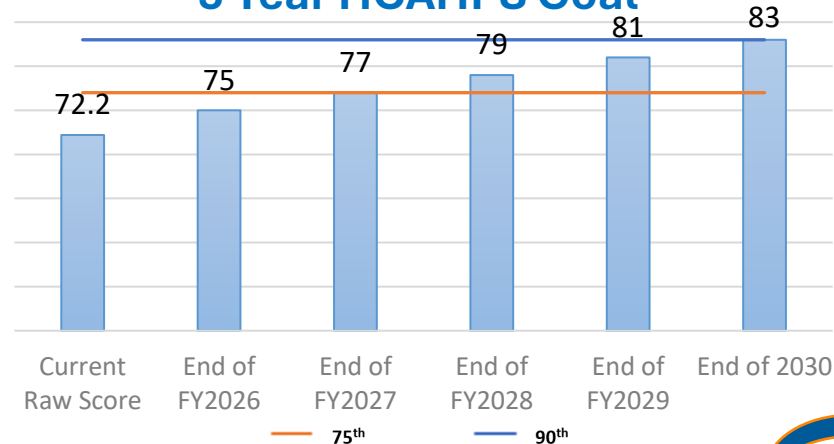
Fiscal Year Data

July 2025 - September 2025

Survey Scores



5 Year HCAHPS Goal



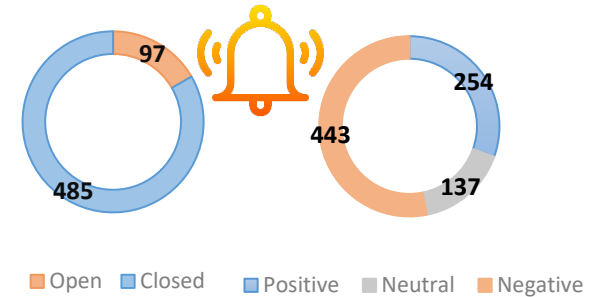
October 2025

Rounding
300
Rounds

MIDAS
68
Opened

ED
Rounding
170
Rounds

Service Alerts



Human Understanding – 75.0
11th Percentile

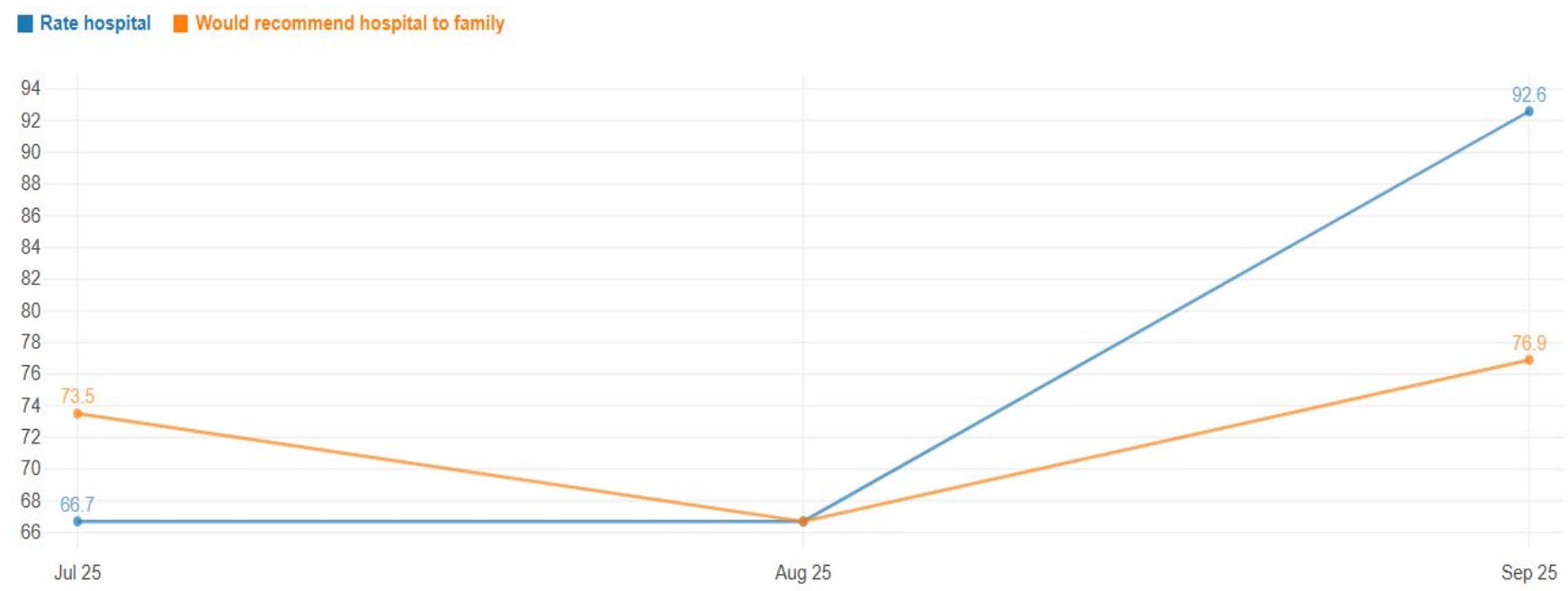
PRIORITIES FOR ORGANIZATION

- Informed of delays
- Providers knowing medical history
- Quiet rooms at night
- Spending enough time with patient
- Providing consistent information

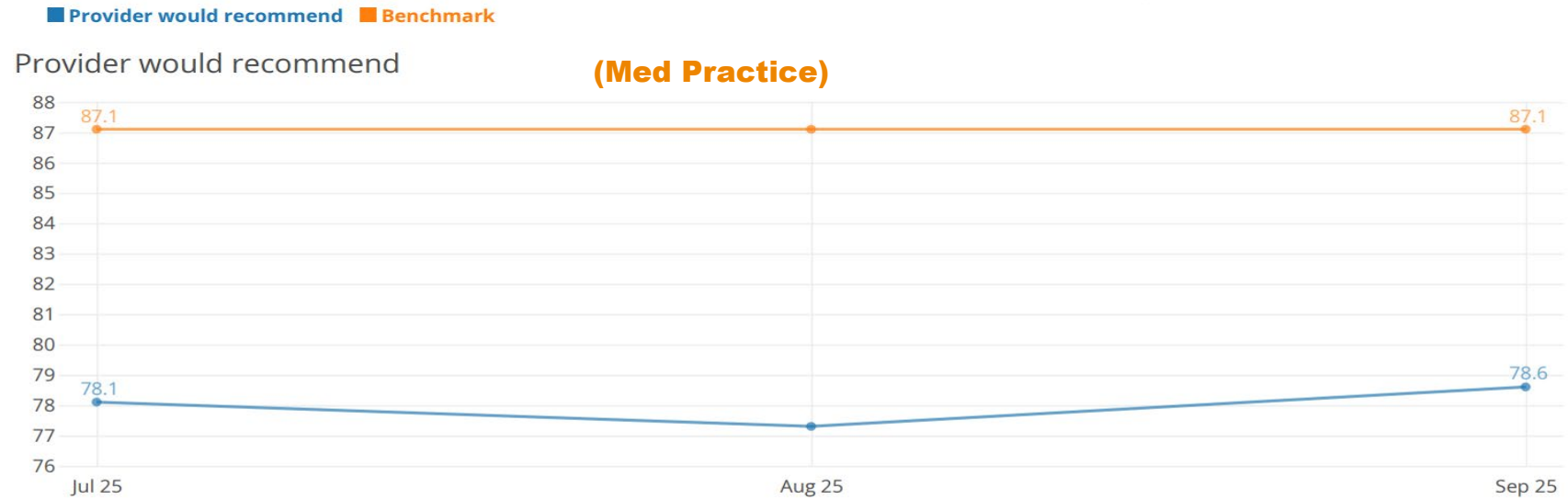
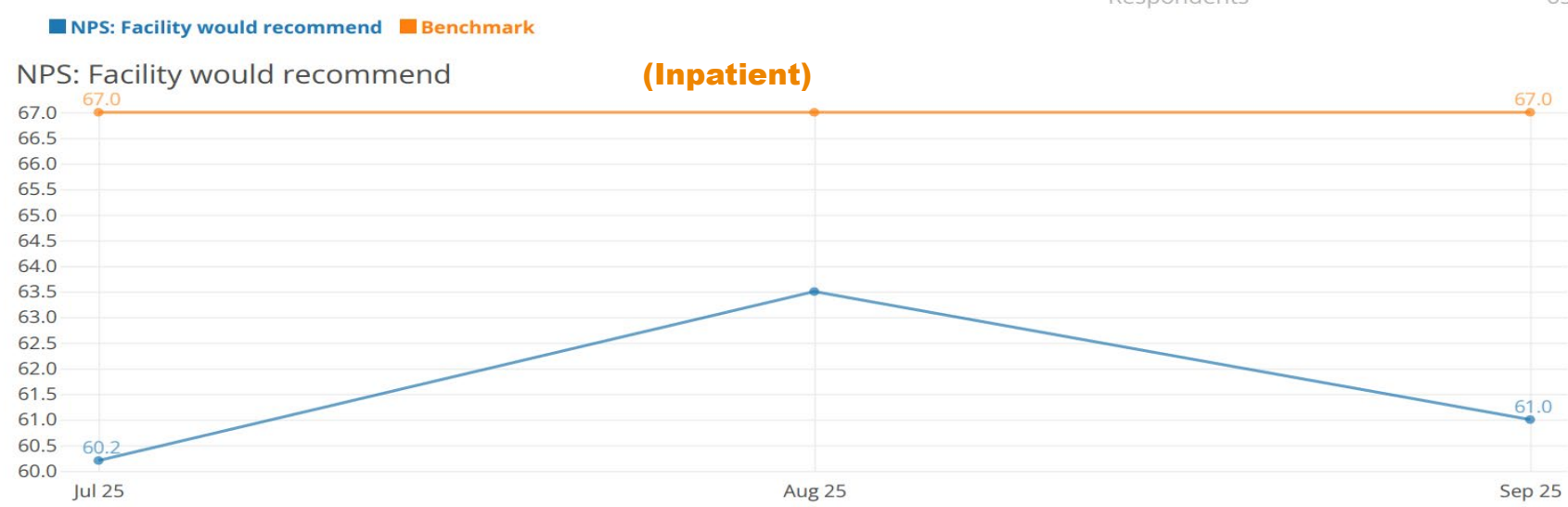
Patient Experience Phone Line – X5151

Patient Experience Office Hours – Tuesday 9:00am-10:00am; (G2Meeting)

HCAHPS Trend July 2025 – September 2025

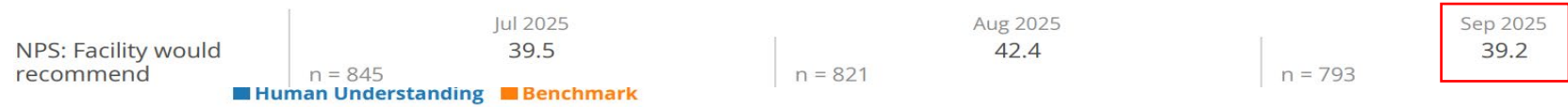
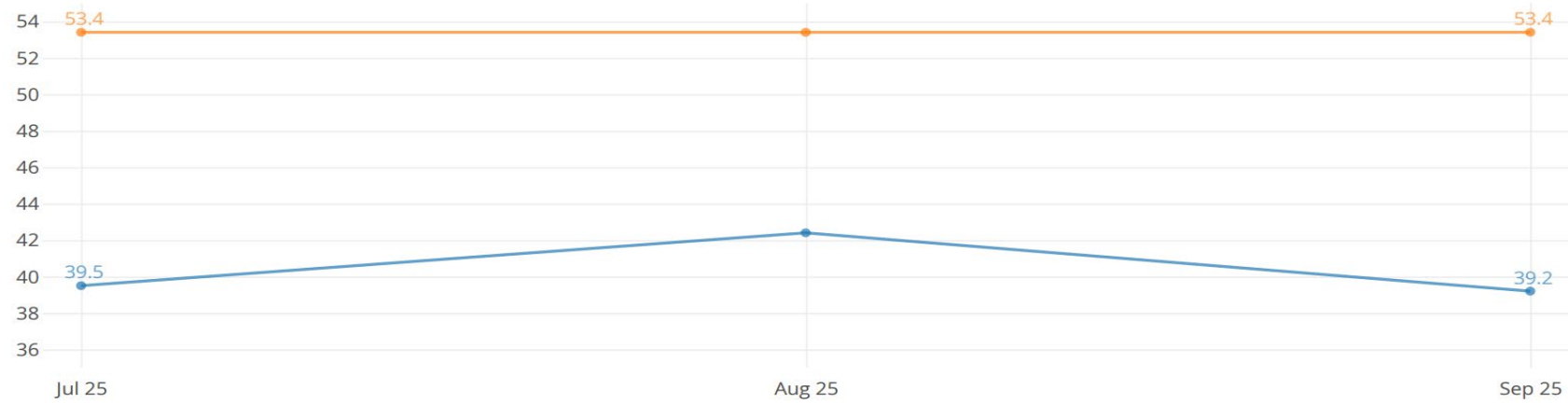


Question	Benchmark	Jul 25	Aug 25	Sep 25
Rate hospital	71.4	66.7 n = 33	66.7 n = 33	92.6 n = 27
Would recommend hospital to family	72.6	73.5 n = 34	66.7 n = 33	76.9 n = 26

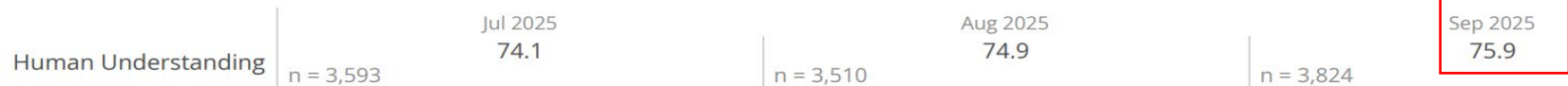
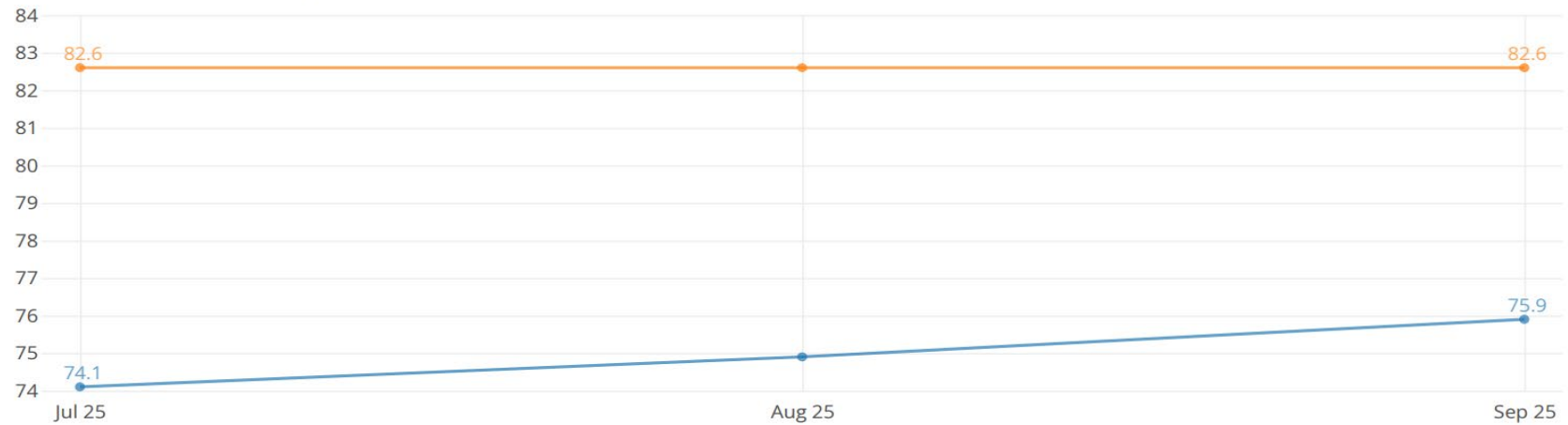


■ NPS: Facility would recommend ■ Benchmark

NPS: Facility would recommend (Emergency Department)

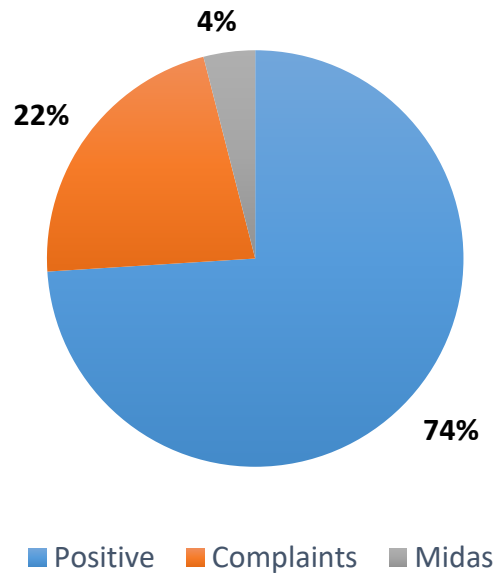


Human Understanding (Org- Human Understanding)



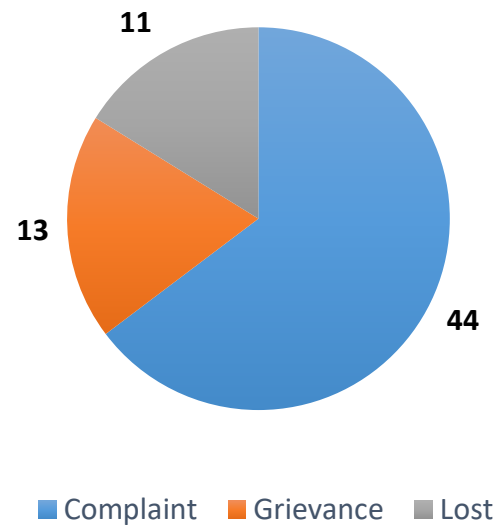
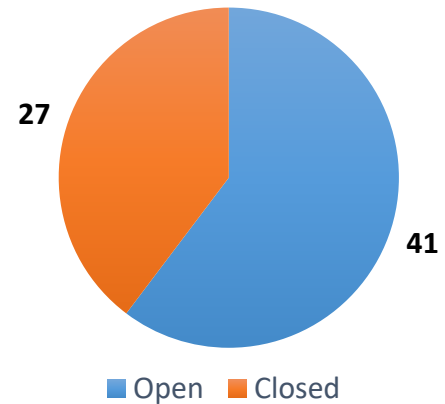
Rounding: October

300 Rounds



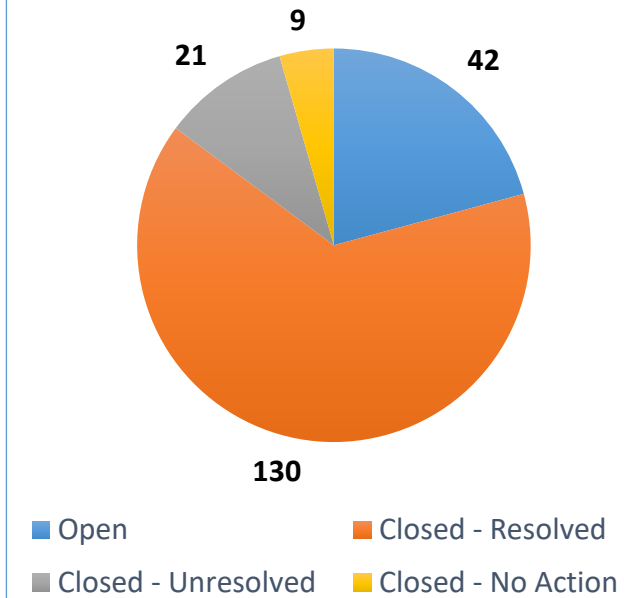
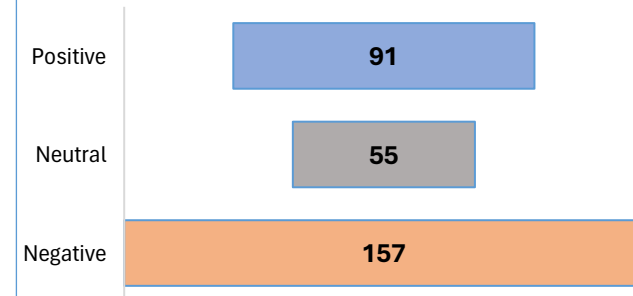
MIDAS: October

68 Opened



Service Alerts: September

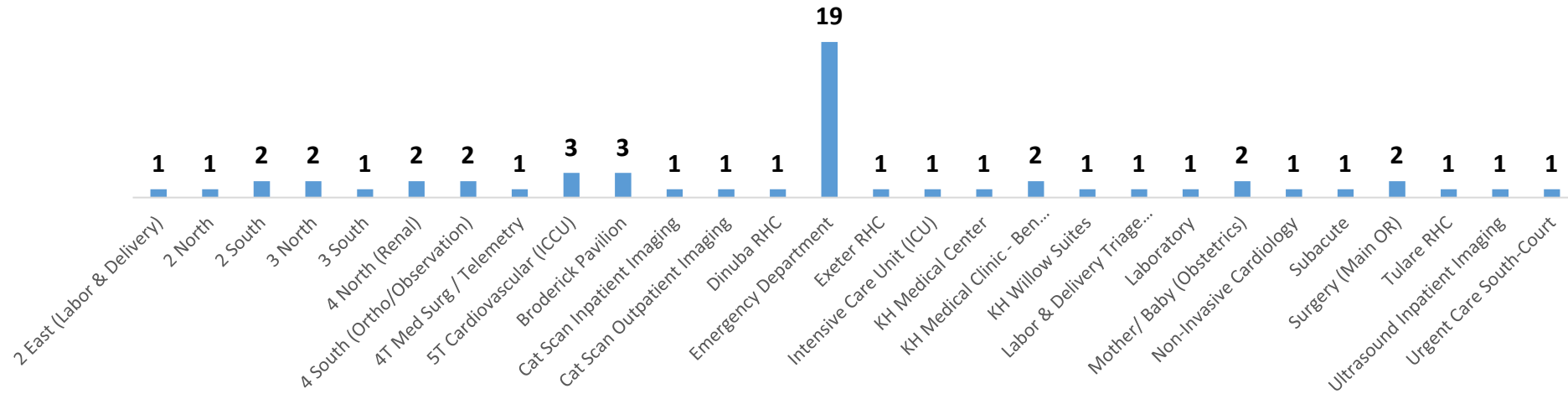
202 Total



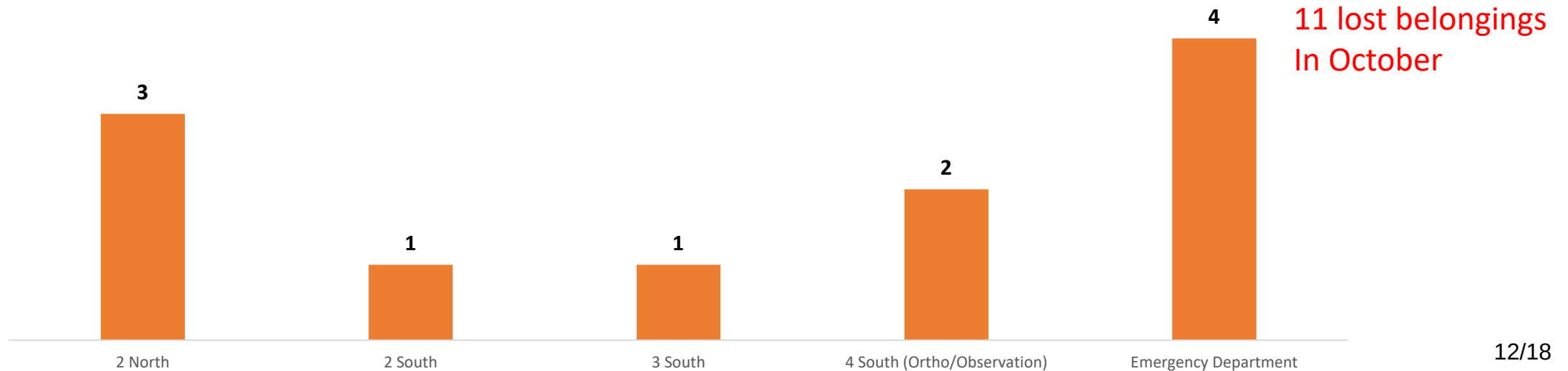
MIDAS: October

68 Opened

Complaints & Grievances



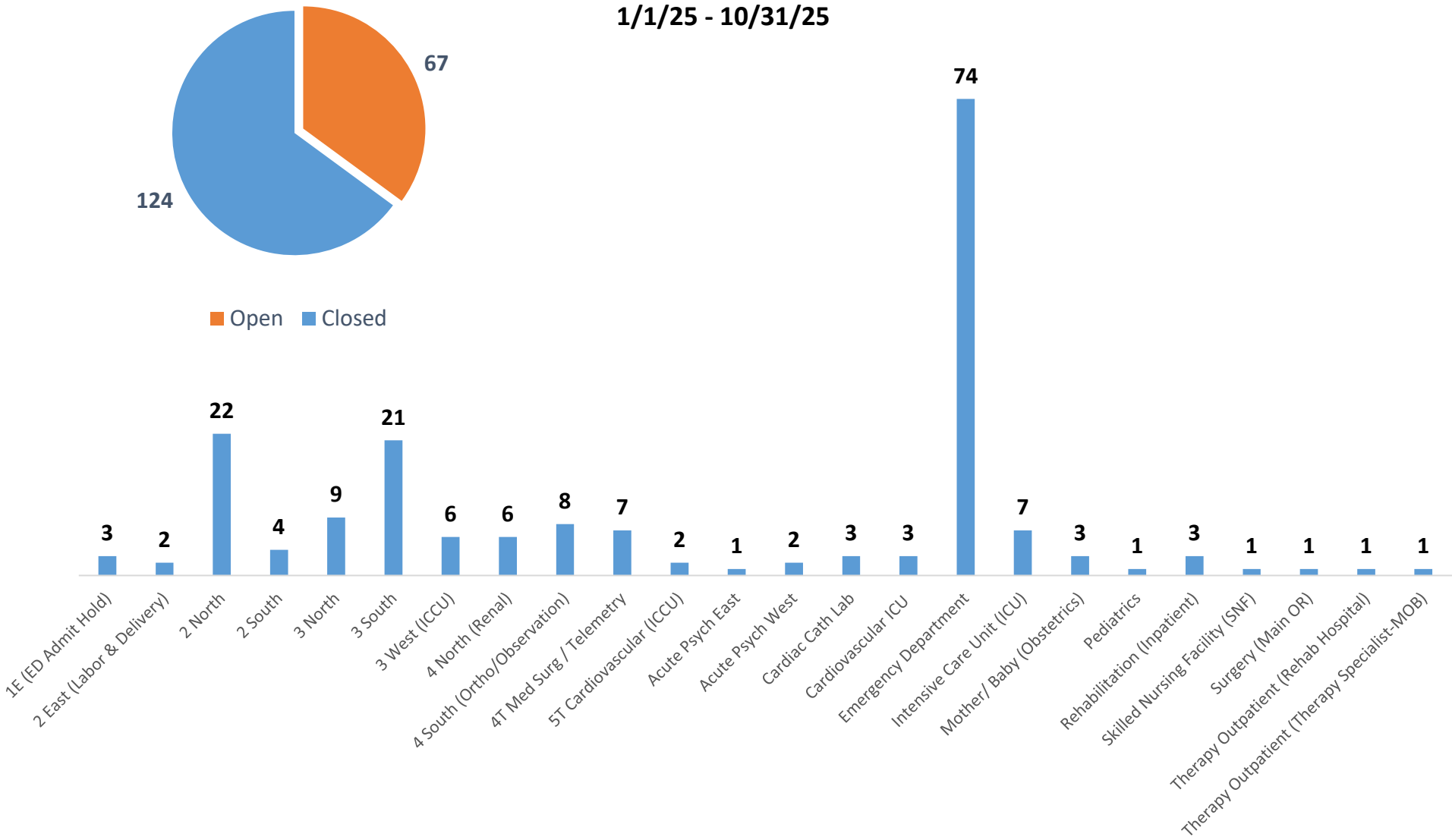
Lost Belongings



Lost Belongings

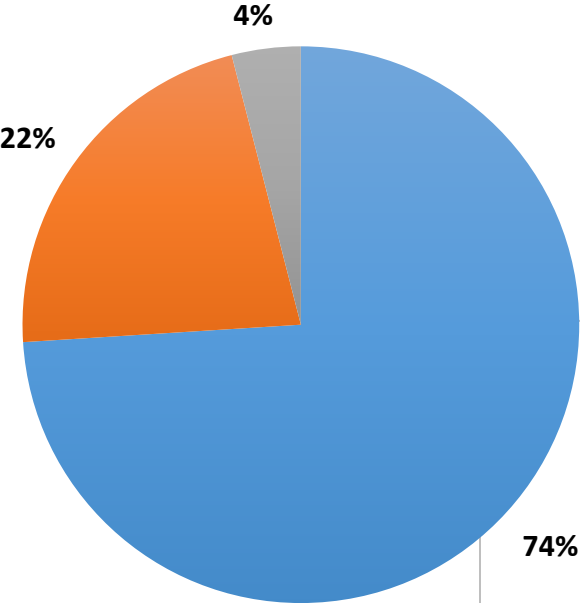
Year to Date Total: 191

1/1/25 - 10/31/25

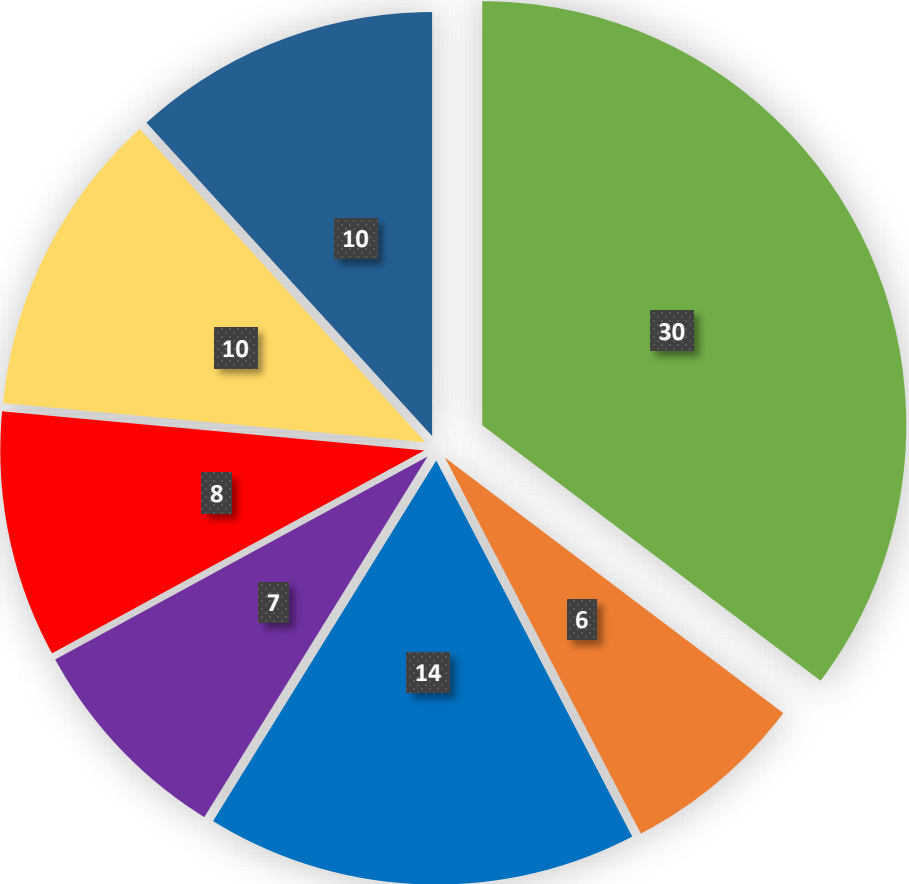


Rounding: October

300 Rounds



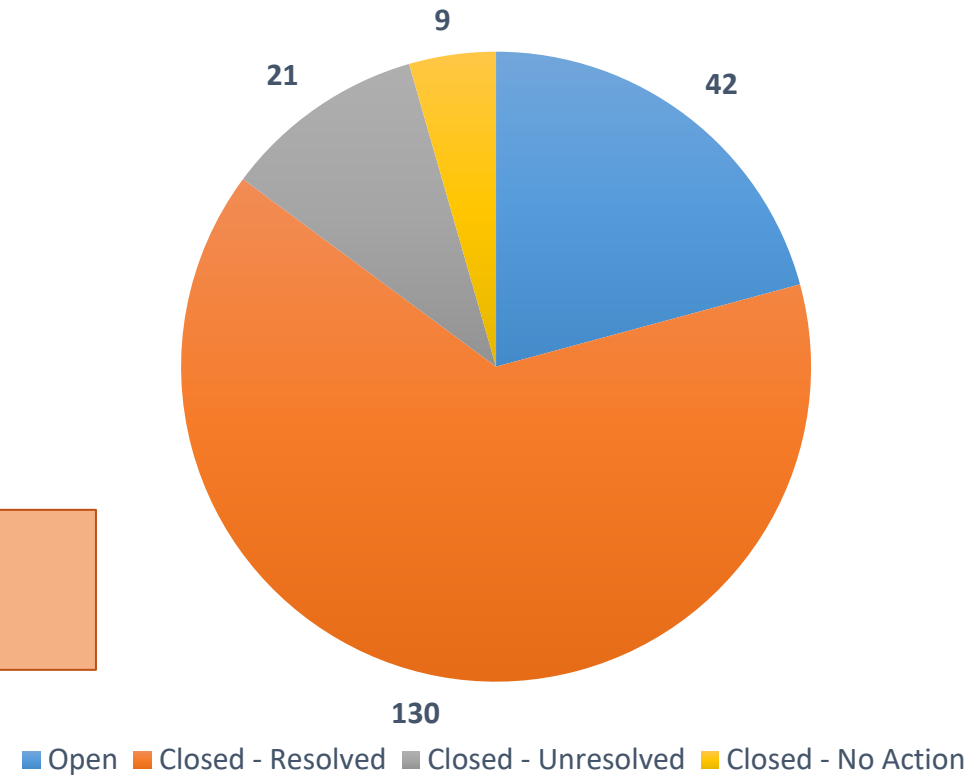
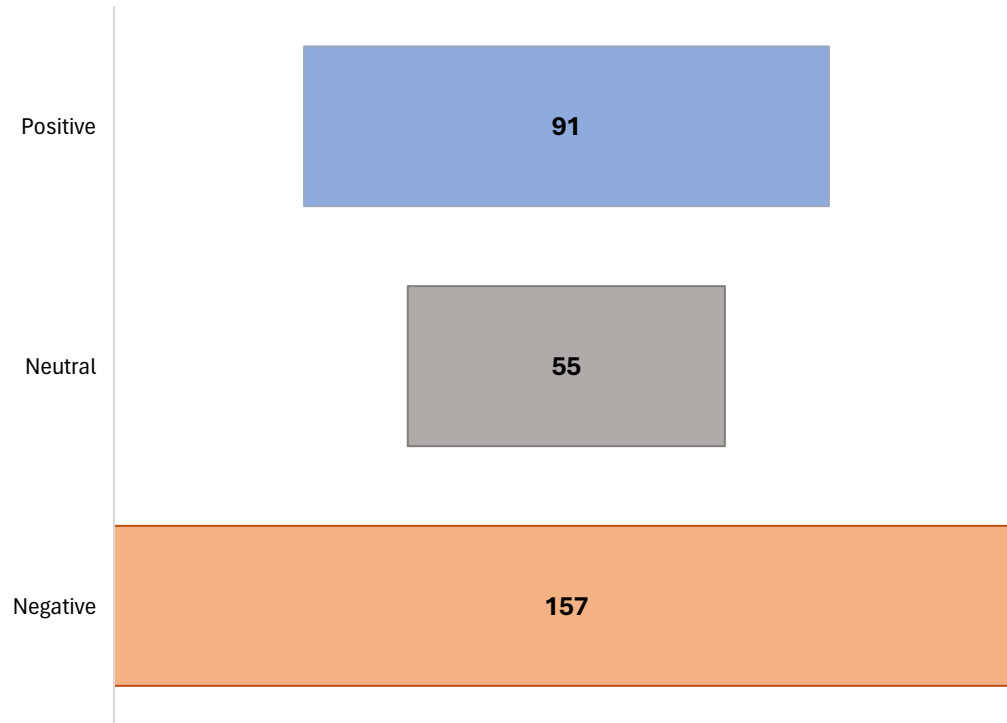
■ Positive ■ Complaints ■ Midas



- Communication Issues
- Lack of Compassion
- Poor Care
- Call Light Delay
- Delay of Care
- Lack of Urgency
- Food

Service Alerts: September

202 Total



Priorities

September Data

Question Friendly Text	Positive Score	Respondent n-size
Trust providers w/ care	57.6	1,652
Safety was priority	55.3	847
Spent enough time with patient	38.1	926
Care providers explain things	60.9	1,536
Informed of delays	33.7	826
Nurses explained things understandably	56.4	243
Received consistent info	38.8	979
Received right treatment	64.3	631
Providers knew medical history	30.8	214
Room quiet at night	44.9	207
Family involved as you wanted	63.3	766
Knew medical history	55.5	832

ROUNDING

October Executive Team Rounds = 9 executive rounds

Executive	Date
Gary H.	10/27
Marc M.	10/8
Jag B.	10/23
Malinda T.	10/29
Dianne C.	10/21
Schlene P.	10/7
Ben C.	10/30
Ryan G.	10/13
Paul S.	10/2
Doug L.	10/9



Patient Experience Matters



Opportunities and insights to increase patient satisfaction.

This month's topic:

Peaceful Nights, Better Healing

Maintaining a quiet environment at night is essential for patient healing and recovery. Restful sleep supports physical and emotional well-being, while excessive noise can disrupt rest and delay recovery. By minimizing nighttime noise and being mindful of our surroundings, we help create a more healing-focused environment.

➤ WHY IT MATTERS

- Sleep promotes healing, lowers stress, and supports faster recovery.
- Professionalism and mindfulness create a more trusting environment for patients and families.

➤ BE MINDFUL OF CONVERSATIONS

- Keep voices low, especially in hallways and near patient rooms.
- Remember: patients and families can hear more than we realize. Avoid personal or non-work-related discussions in patient care areas.
- Remember that patients form impressions from what they overhear. Personal conversations can unintentionally affect their confidence in our care.

➤ REDUCE ENVIRONMENTAL NOISE

- Gently close doors and drawers.
- Silence unused equipment and minimize alarms when clinically safe.
- Avoid loud footsteps, moving equipment, or unnecessary activity.

➤ REASSURE PATIENTS

- Let patients know when to expect necessary nighttime care, so they are not startled. Explaining the purpose in advance helps them be more accepting of being awakened during the night.

Healing happens best in a restful environment. Every effort to maintain quiet shows respect, professionalism, and care, making a lasting difference in the patient experience.