

# 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, January 14, 2026

Kaweah Health Medical Center

305 W. Acequia Ave – Executive Office Conference Room

Attending: Directors: Mike Olmos (Chair) and Armando Murrieta; Marc Mertz, Chief Executive Officer; Deborah Volosin, Director of Patient and Community Experience; Sintayehu Yirgu, Patient Experience Advocate; Teresa Bobadilla, Patient Experience Data Analyst; Marlo Montejano, Patient Experience Liaison, 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 to make arrangements to address the Board.

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

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

- 1.1. [Patient Experience Structure Update](#)
- 1.2. [HCAHPS Trend](#)
- 1.3. [Inpatient NPS](#)
- 1.4. [Patient Rounding](#)
- 1.5. [Patient Experience MIDAS](#)
- 1.6. [Lost Belongings](#)
- 1.7. [Service Alerts](#)
- 1.8. [What Matters To You](#)
- 1.9. [January 2026 PX Topic](#)



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**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.