

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, January 14, 2026:

- 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, 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

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

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](#)

Kaweah Delta Health Care District

Board of Directors Committee Meeting

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ADJOURN – Mike Olmos, Chair

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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, November 19, 2025

Kaweah Health Medical Center – Executive Office Conference Room

Present: Director: Mike Olmos (Chair) & Dean Levitan; 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; and Lisette Mariscal, Recording

CALL TO ORDER – This meeting was called to order at 2:00 PM by Mike Olmos.

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

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

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. Teresa Bobadilla shared July 2025 – September 2025 HCAHPS trends. (see Attachment 1.3. of the agenda)
- 1.4. – 1.6. Sintayehu Yirgu reported on patient experience MIDAS, lost belongings, and patient rounding metrics for the month of October. (see Attachment 1.4. – 1.6 of the agenda)
- 1.7. – 1.8. Discussion on remaining agenda items was deferred.

Adjourned at 3:10 PM

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Patient & Community Experience

PX Board Committee
January 2026



PHASES

- Completed
- Working on
- Not Started

Phase 1

Assess the Current State and Build Team

PX Team

Phase 2

Define Goals

NRC / ET

Phase 3

Engage Key Stakeholders

Quarterly meetings with inpatient leaders

Board of Directors/Executive Team

Patient Care Management Meeting

New Employee Orientation

GME New Resident Orientation

Phase 4

Develop & Implement PX Strategy and Processes

Patient Rounding

Units

PX Phone Line

MIDAS

Service Recovery Tools

PFAC

Volunteers

PX Steering

Kaweah Care

NRC

Office Hours

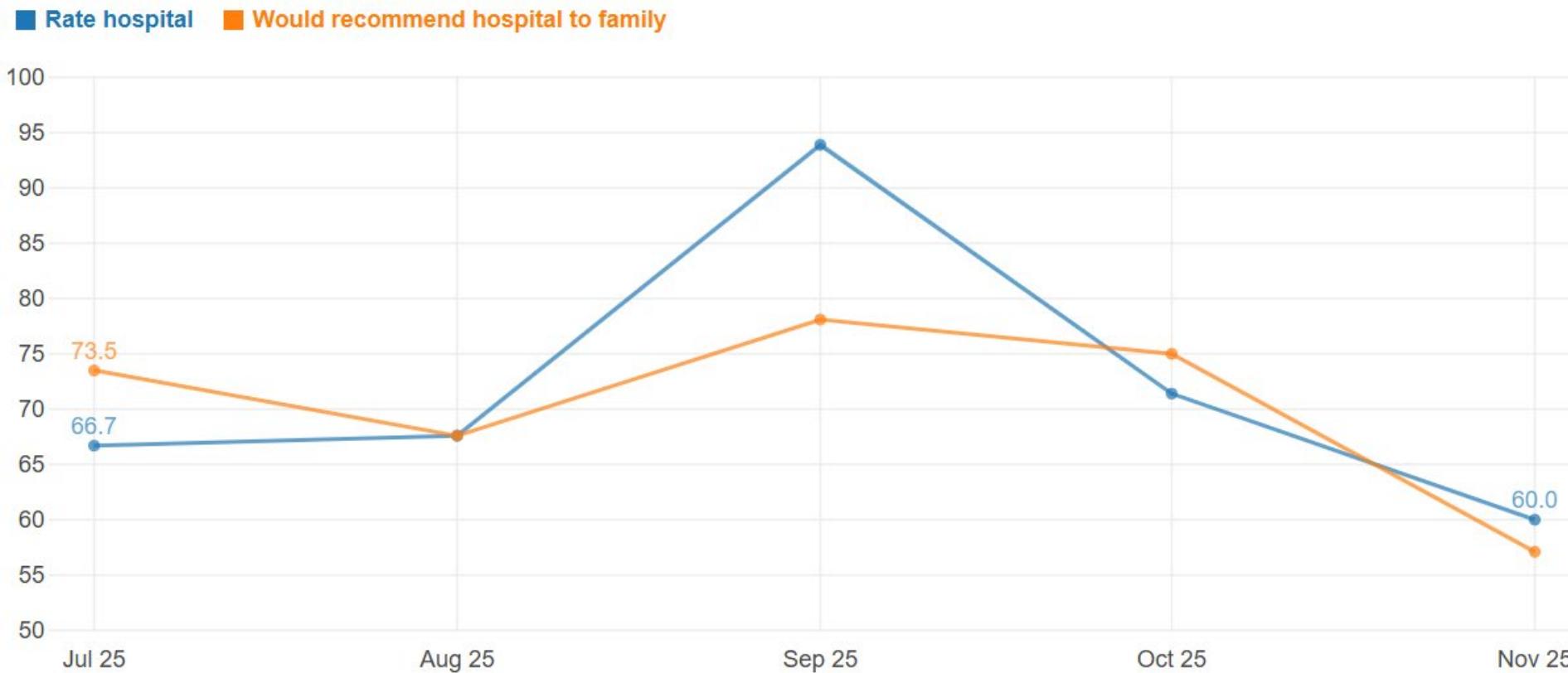
WMTY

Policies
Lost Belongings

Phase 5

Analyze Feedback Determine Impact

HCAHPS Trend July 2025 – November 2025

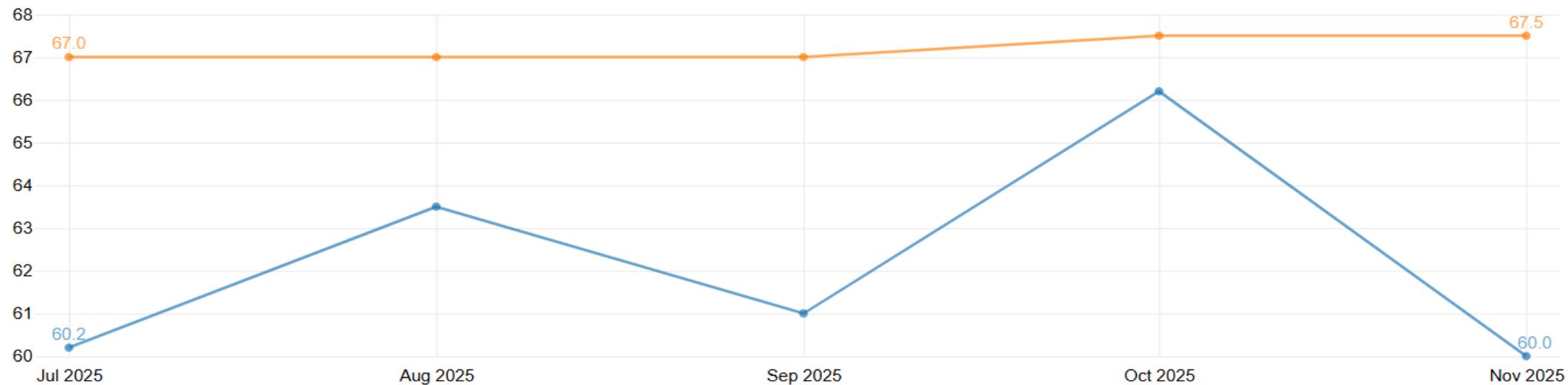


Question	Benchmark	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25
Rate hospital	71.4	66.7 n = 33	67.6 n = 34	93.9 n = 33	71.4 n = 28	60.0 n = 30
Would recommend hospital to family	72.6	73.5 n = 34	67.6 n = 34	78.1 n = 32	75.0 n = 28	57.1 n = 28

Inpatient (FY-11/30/25)

■ NPS: Facility would recommend ■ Benchmark

NPS: Facility would recommend



NPS: Facility would recommend

Jul 2025

60.2
n = 259

Aug 2025

63.5
n = 211

Sep 2025

61.0
n = 187

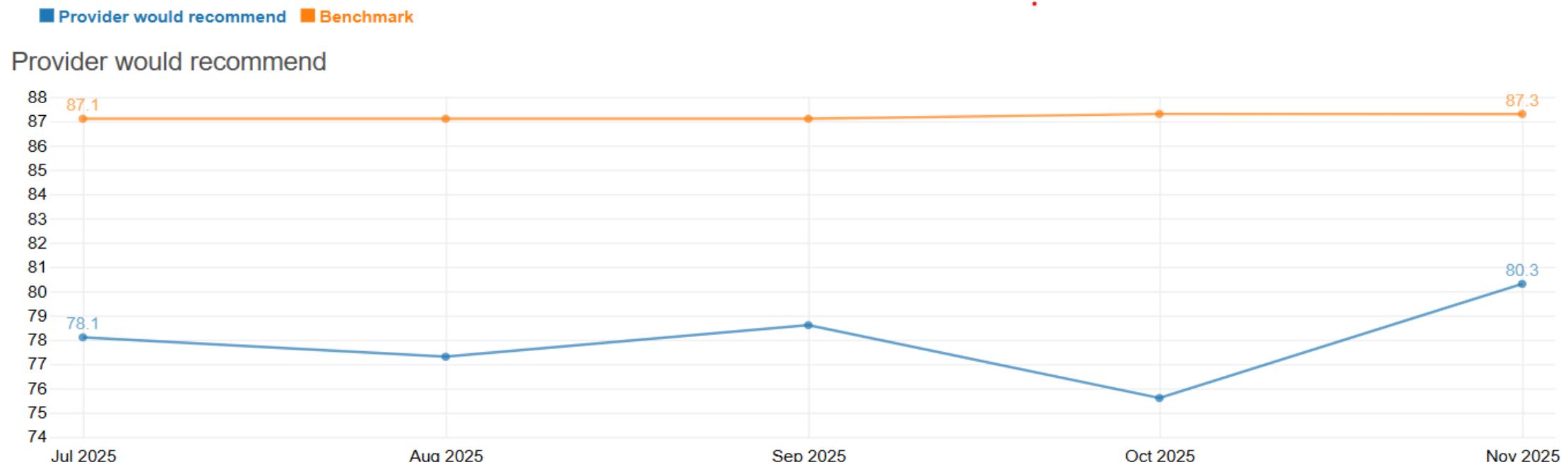
Oct 2025

66.2
n = 198

Nov 2025

60.0
n = 220

Med Practice (FY-11/30/2025)



Provider would recommend

Jul 2025

78.1
n = 770

Aug 2025

77.3
n = 688

Sep 2025

78.6
n = 695

Oct 2025

75.6
n = 620

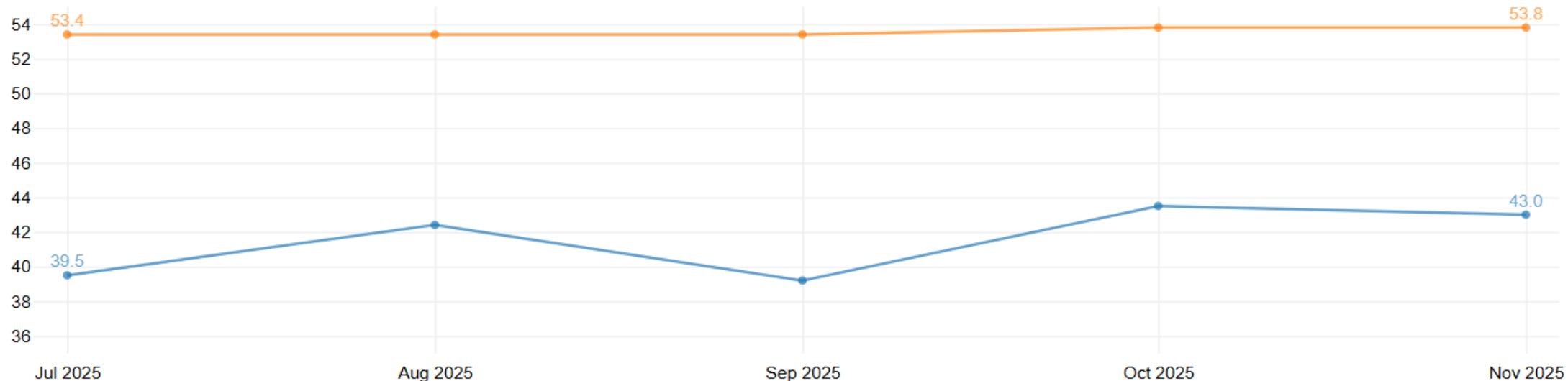
Nov 2025

80.3
n = 529

Emergency Department (FY-11/30/25)

■ NPS: Facility would recommend ■ Benchmark

NPS: Facility would recommend



NPS: Facility would recommend

Jul 2025

39.5
n = 845

Aug 2025

42.4
n = 821

Sep 2025

39.2
n = 793

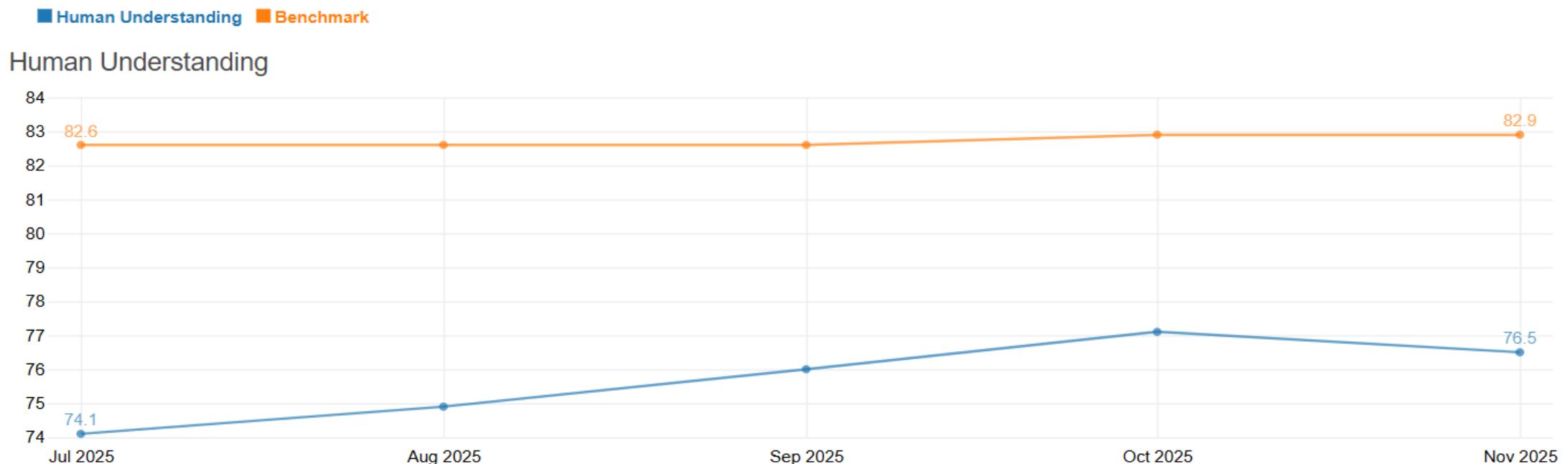
Oct 2025

43.5
n = 710

Nov 2025

43.0
n = 698

Human Understanding (FY-11/30/2025)



Human Understanding

Jul 2025

74.1
n = 3,593

Aug 2025

74.9
n = 3,510

Sep 2025

76.0
n = 3,836

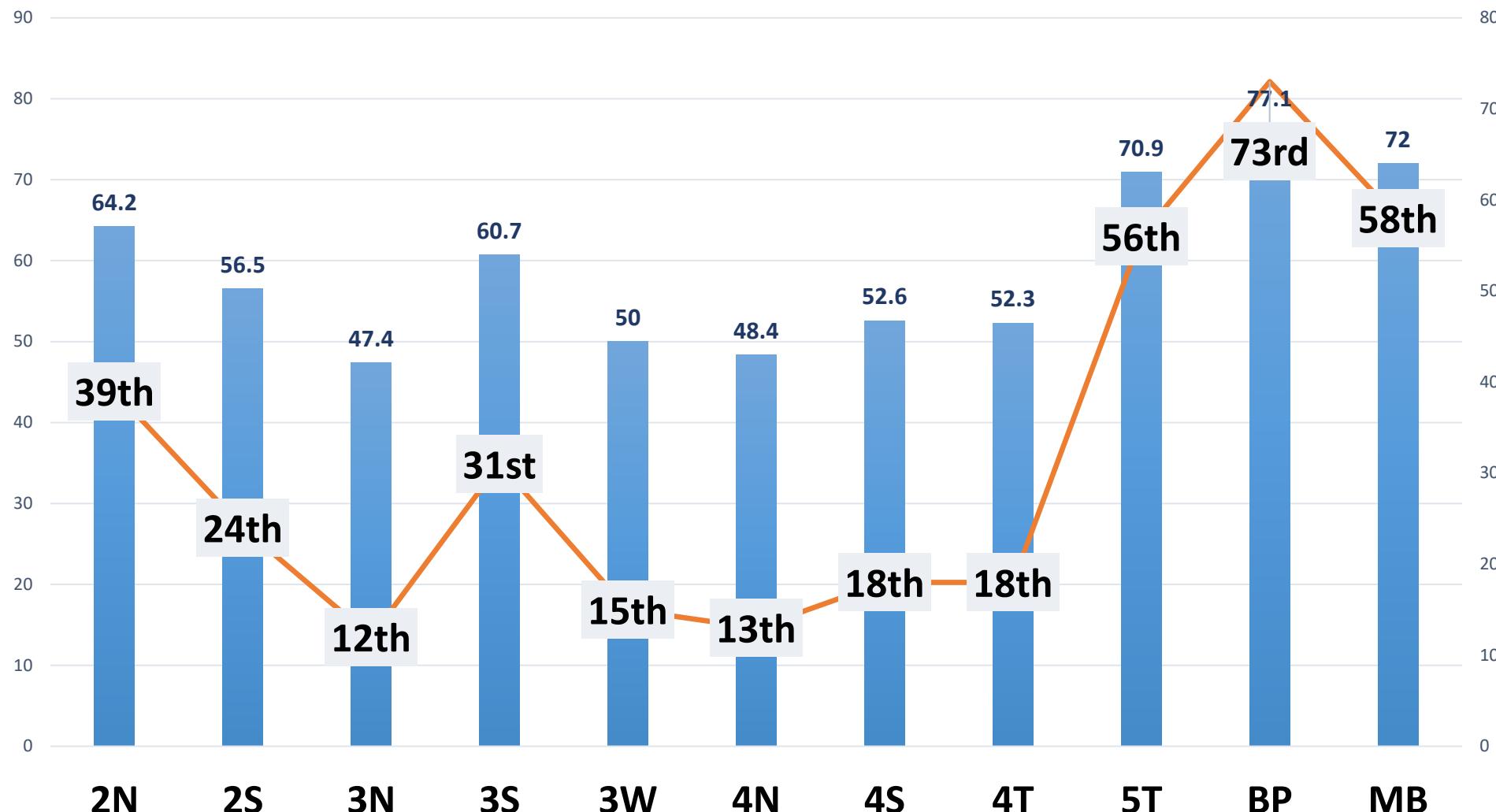
Oct 2025

77.1
n = 3,949

Nov 2025

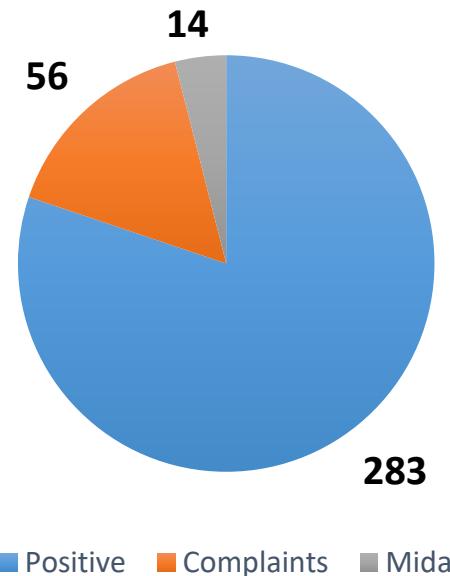
76.5
n = 3,380

Inpatient Unit's NPS Score: July 2025 – November 2025



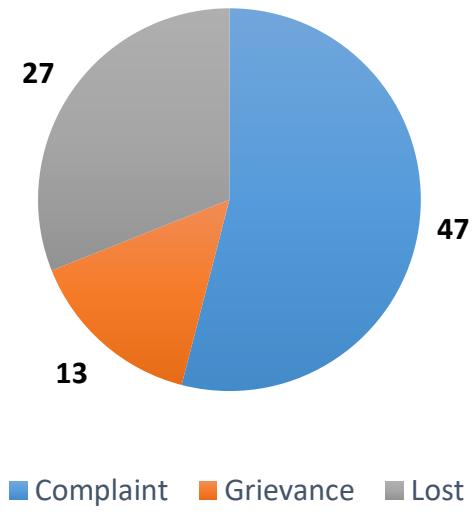
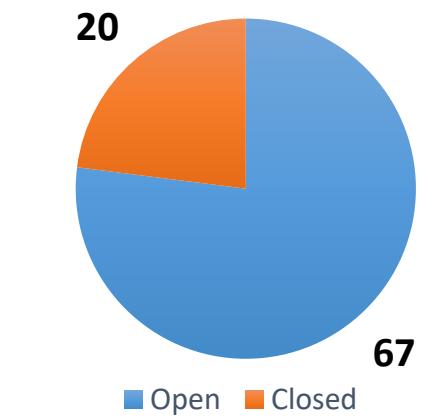
Rounding: December

300 Rounds



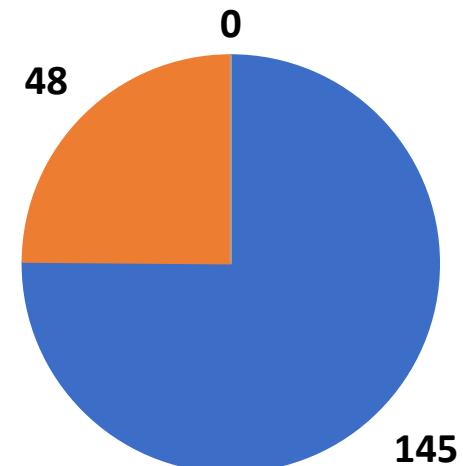
MIDAS: December

87 Opened



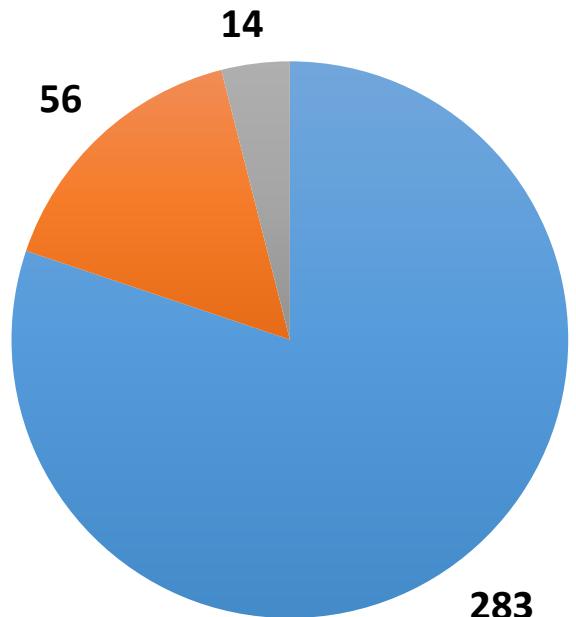
ED Rounding: December

158 Rounds

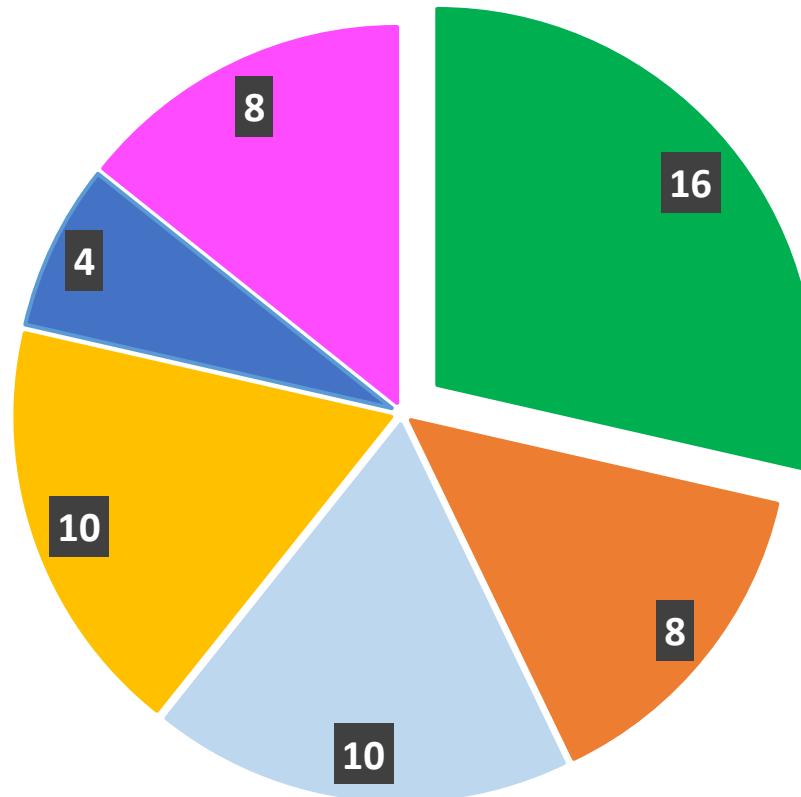


Rounding: December

300 Rounds



Positive Complaints Midas



Communication Issues

Staff Behavior

Call Light Delay

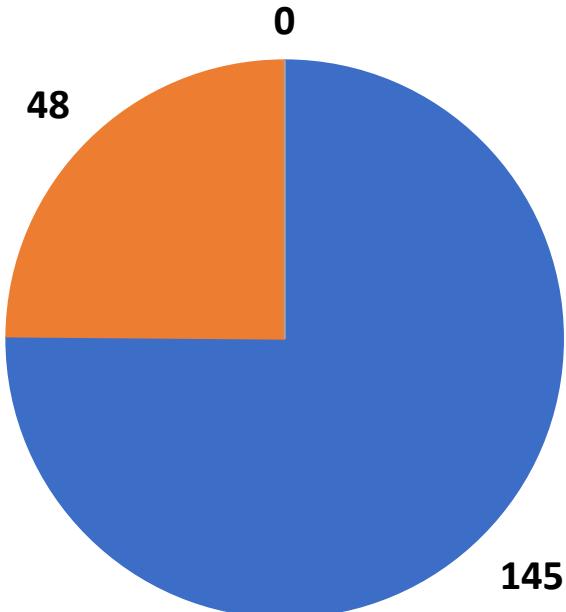
Delay of Care

Pain Management

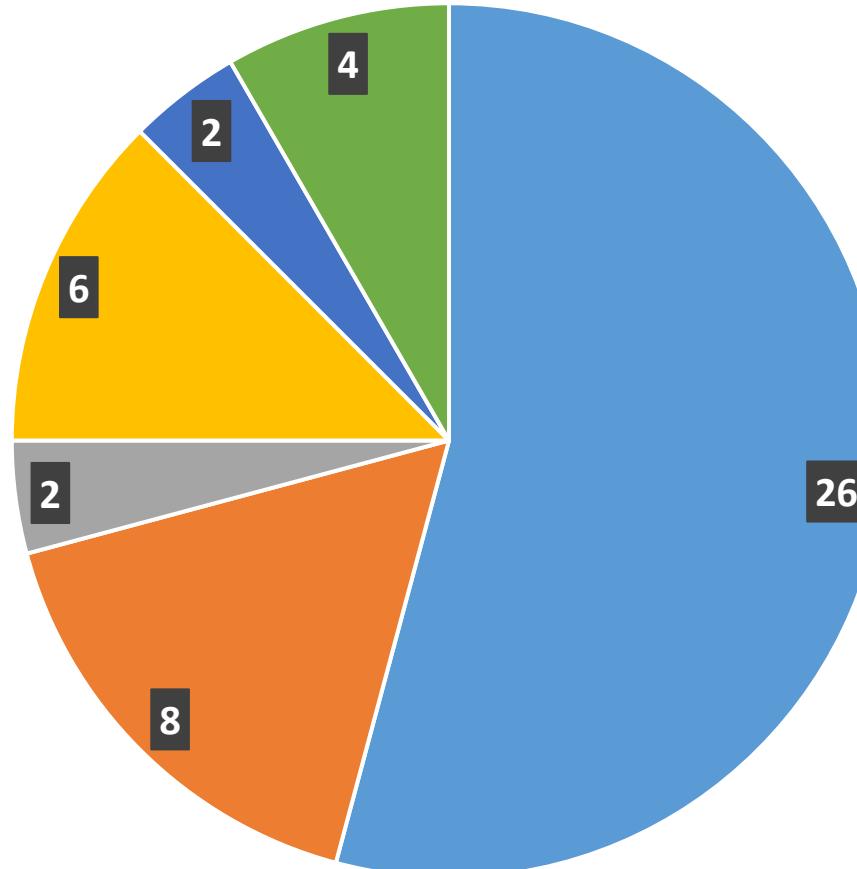
Food

ED Rounding: December

158 Rounds



■ Positive ■ Complaints ■ Midas

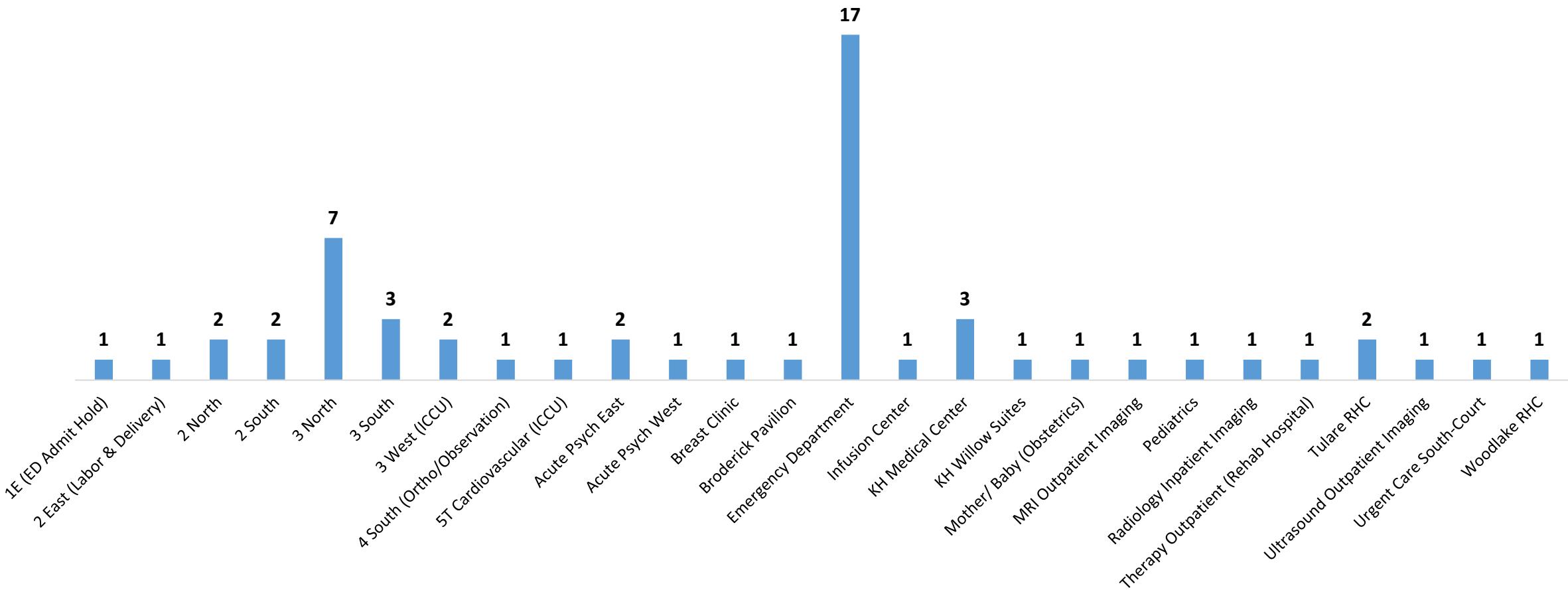


■ Wait Time ■ Quality of Care ■ Staff Behavior ■ Imaging ■ Getting moved around ■ Communication

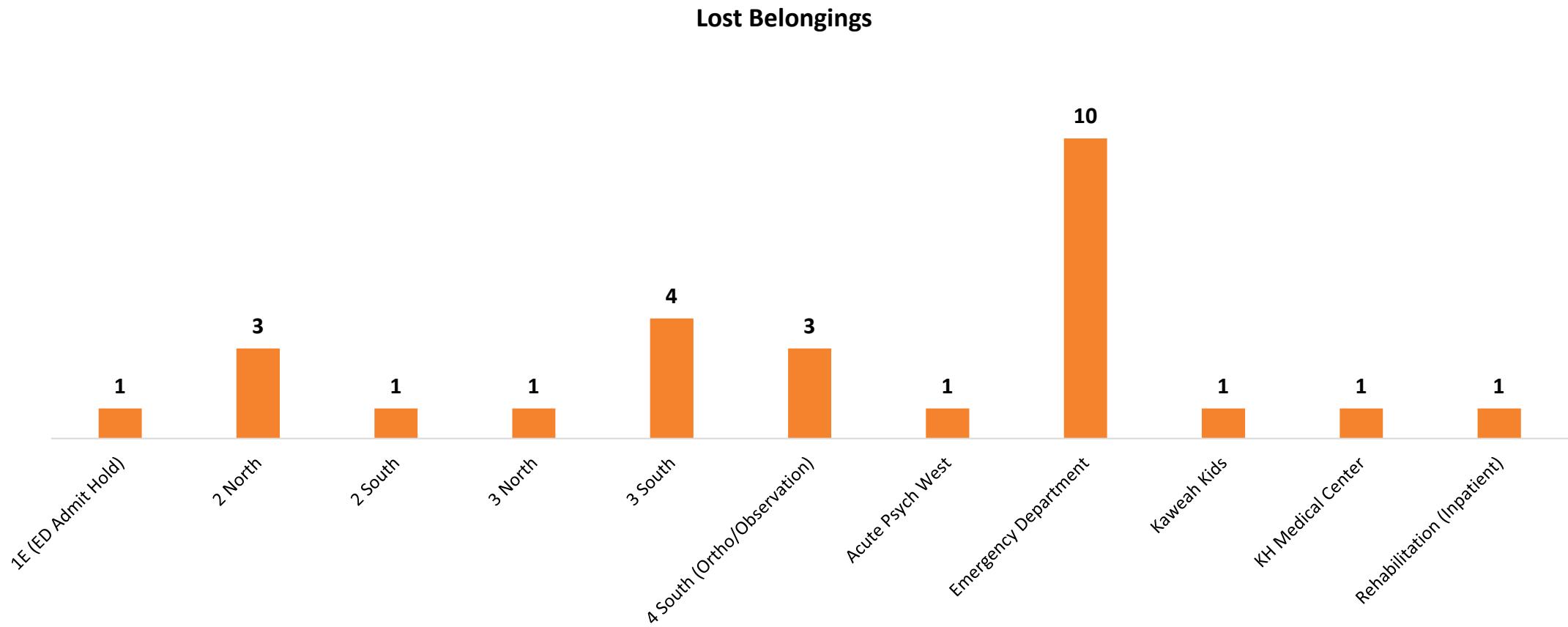
MIDAS: December

84 Opened

Complaints & Grievances

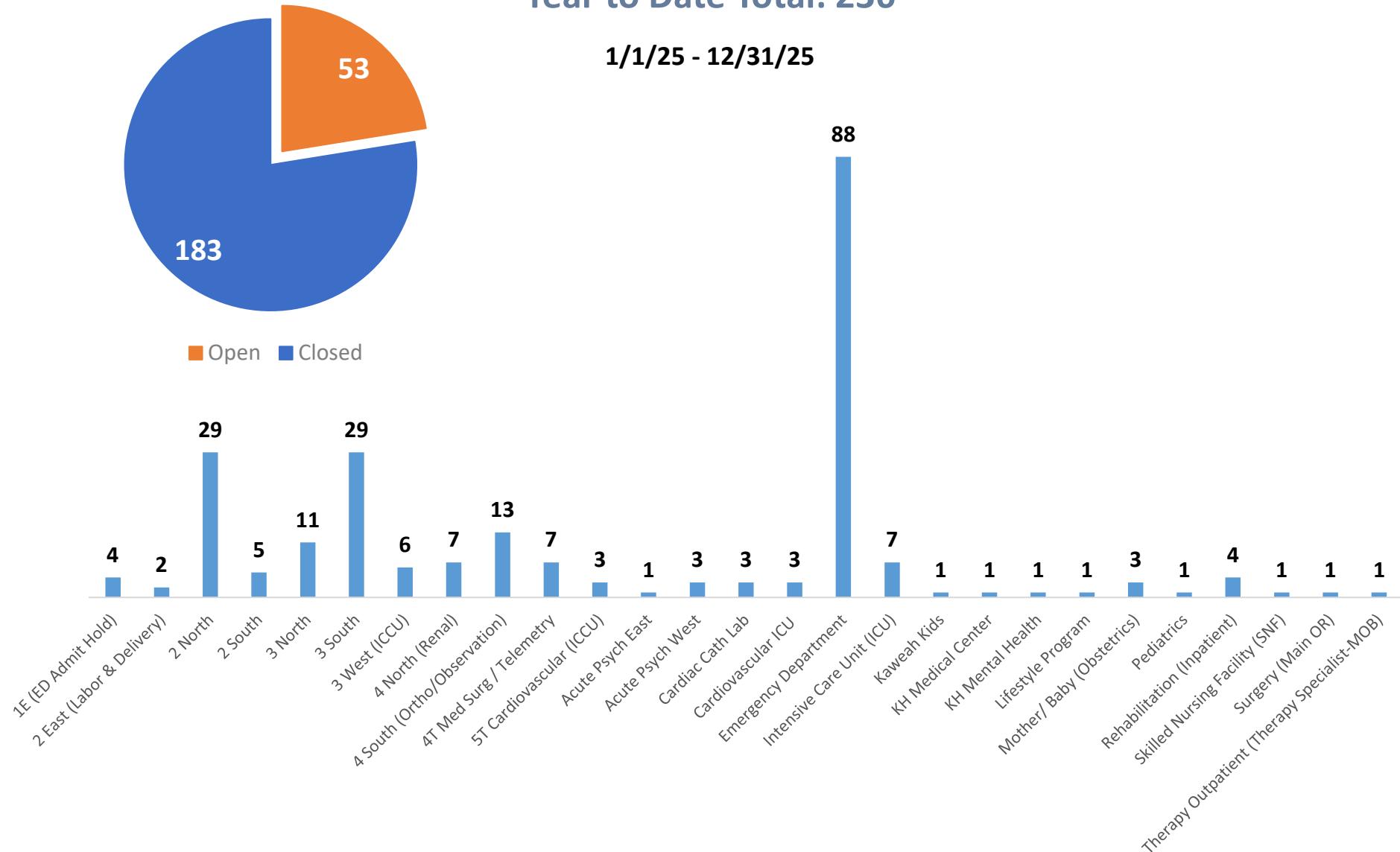


Lost Belongings: December



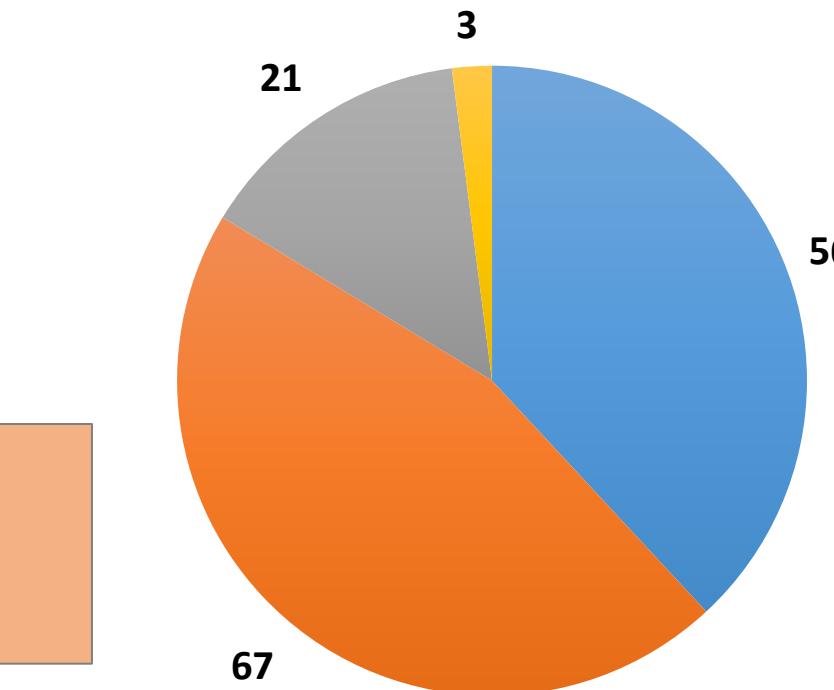
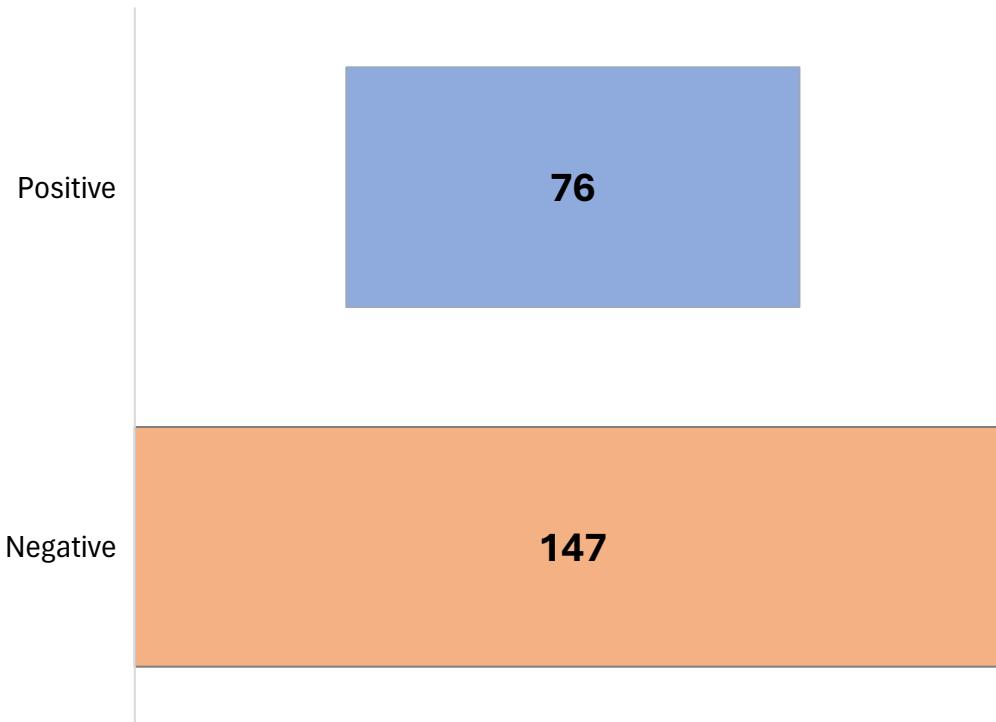
Lost Belongings

Year to Date Total: 236



Service Alerts: November

184 Total



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

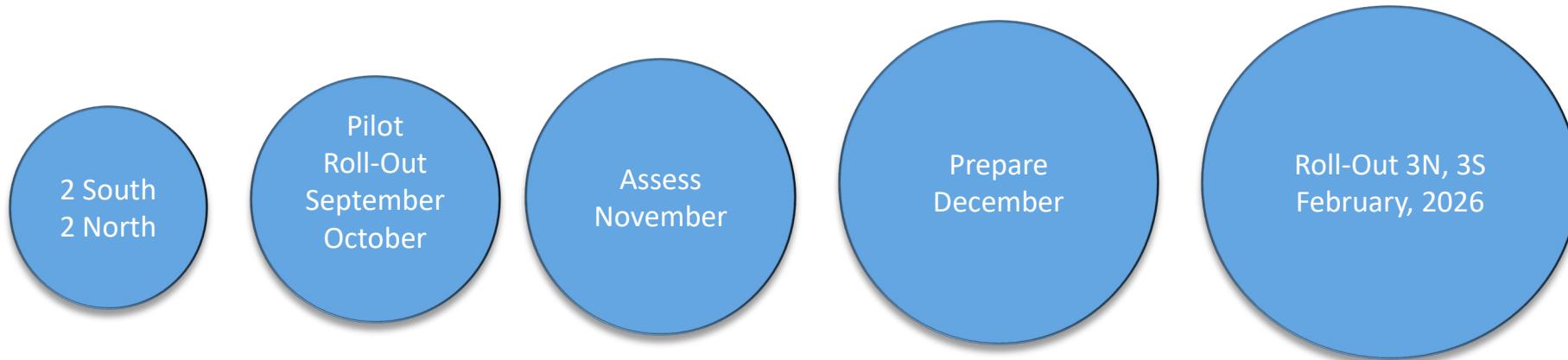


ROUNDING

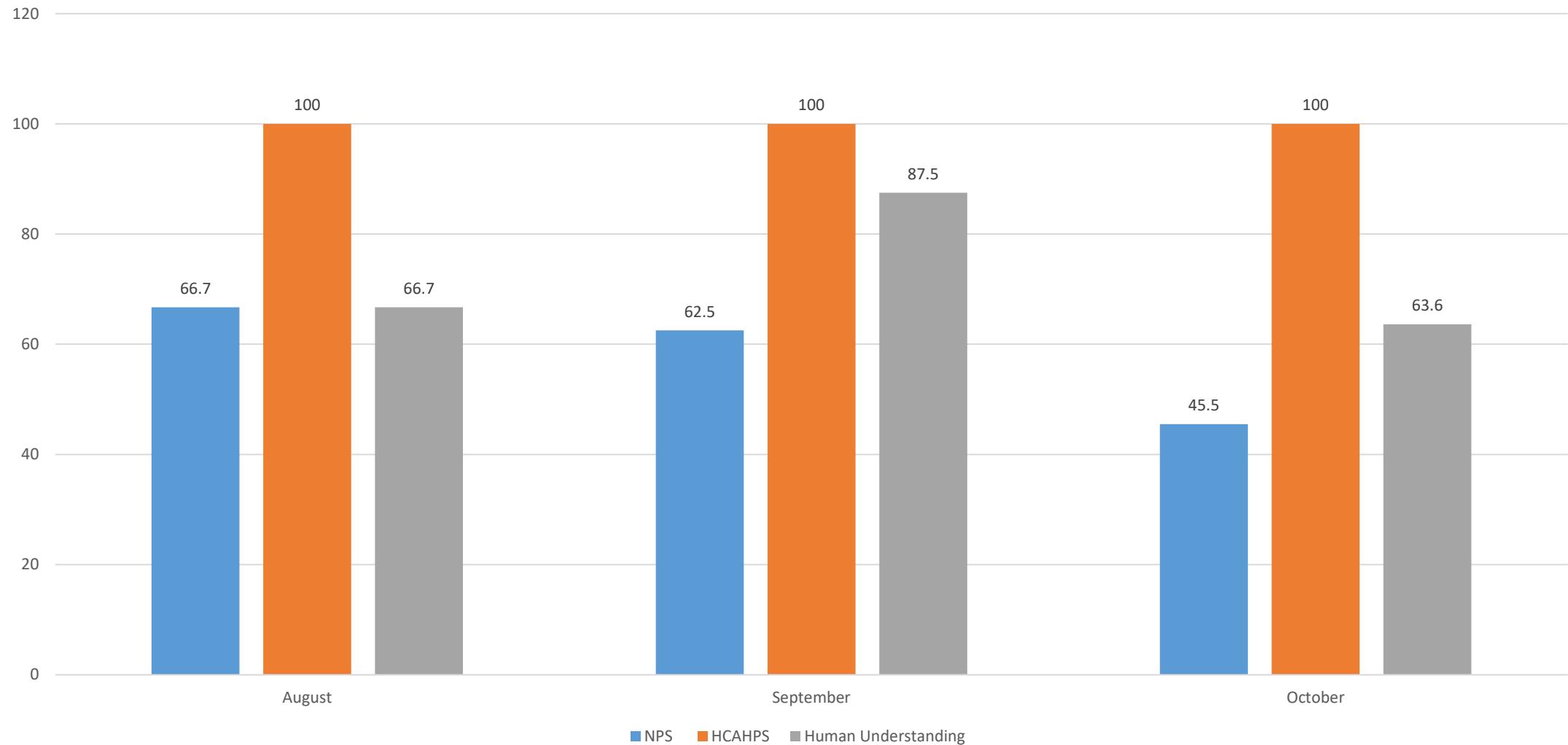
November/December Executive Team Rounds = 14 executive rounds

Executive	November	December
Gary H.	11/4	12/3
Marc M.	11/20	12/23
Jag B.	11/12	12/10
Malinda T.	11/17	12/22
Dianne C.	11/11	12/15
Schlene P.	11/24	
Ben C.	11/24	12/18
Ryan G.		
Paul S.		12/2
Doug L.		

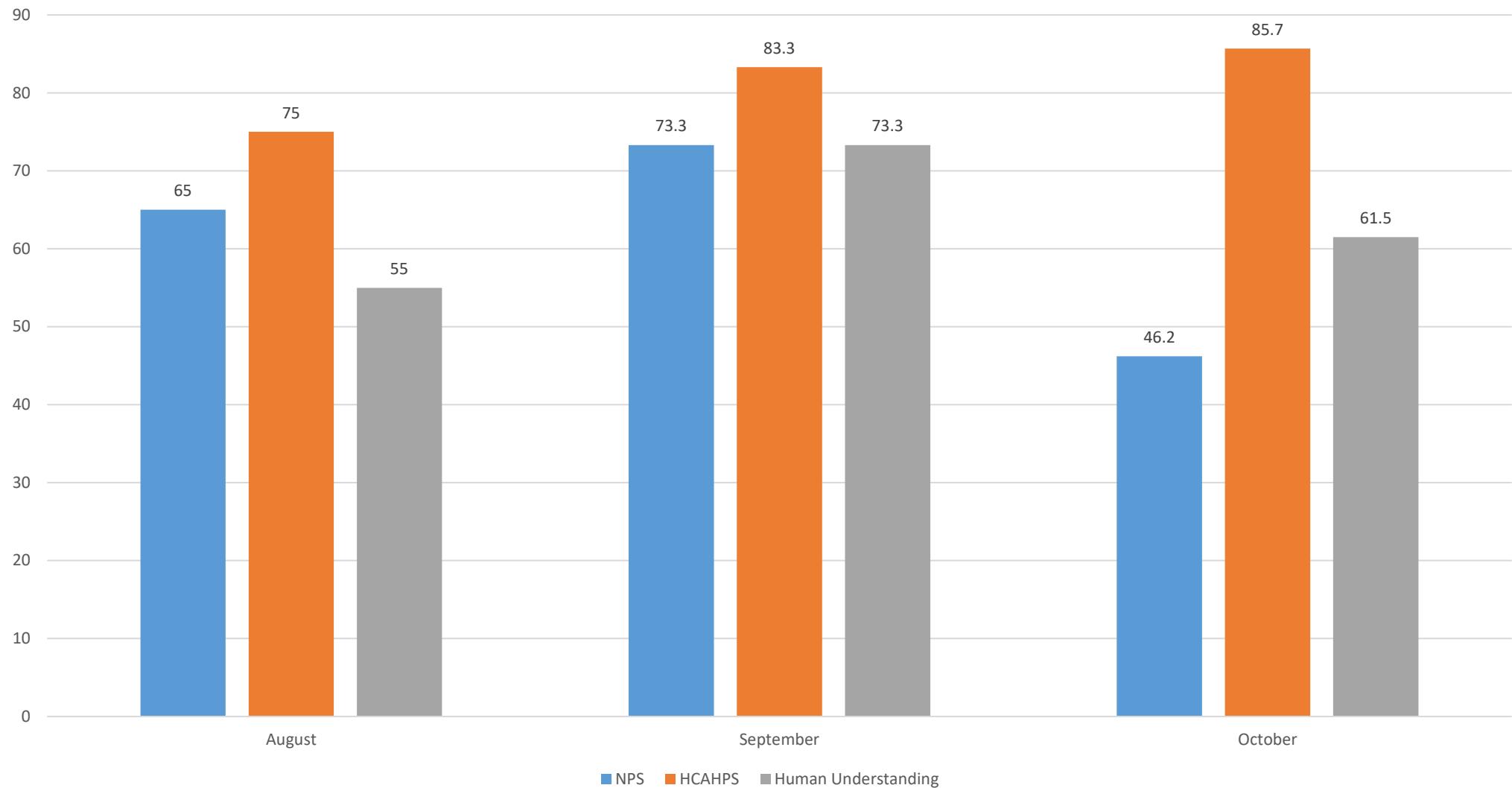
WHAT MATTERS TO YOU

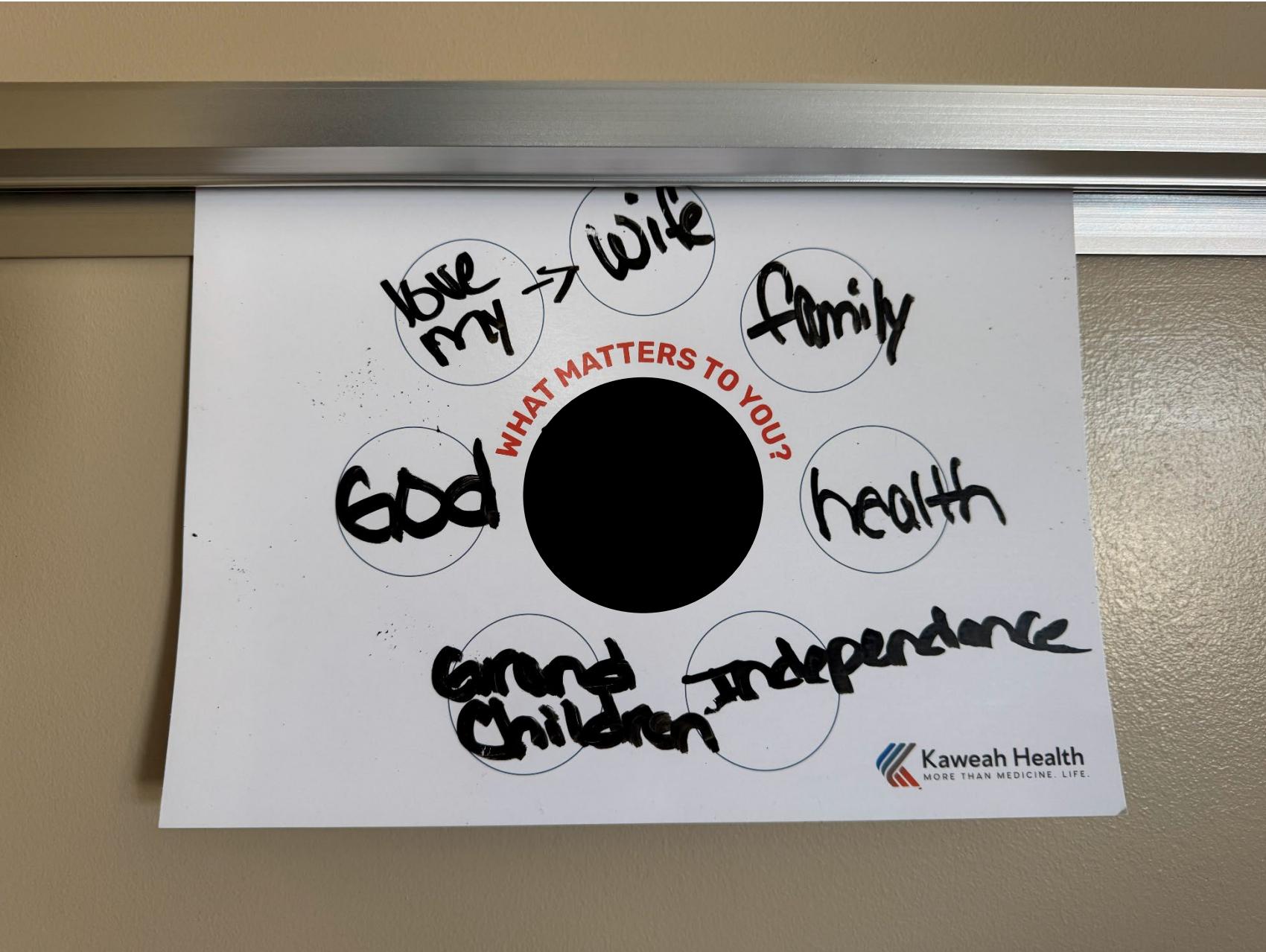


2 South



2 North





Received on 11/25/2025

Dear Deborah,

At the November community support committee meeting you shared that a trial run of the care sheets that I have attached in the e-mail were done in 2 North and 2 South. You also reported that there was varying degrees of success with the staff as it was perceived by some as just another thing to do. This email is intended to share my experience with a patient and their spouse who had the care sheet filled out and why I feel this effort (along with others the customer experience team is attempting to implement) is not just one more thing for the staff to do, but brings connection and hope that tangibly adds to the healing process.

At the October meeting of the Community committee you shared that care sheets would be implemented and told us about what they are intended to accomplish. Because of this, I was on the lookout for them as I visited members of my church in the hospital.

I visited a friend who went into the hospital with issues that presented like Congestive Heart Failure. He is around 90 years old and never had heart issues before. However, he had visited Kaweah health as a patient several times in the last few years and I always visit him when he is there. When I saw the posted care sheet I decided to ask him about it. I did so pretending that I did not really know what it was. After our conversation I told him that I did in fact know what it was, but that I wanted his honest answer of whether it was a help to him as a patient. Well, he was very happy to share with me that a nurse had asked if they could fill out this sheet that had information about him and his life and to post it so that when staff came it would give them an opportunity connect with him.

I asked him if he felt it was helpful and he said it was very helpful. Staff had come in and asked him about the information on the sheet and it allowed there to be a greater connection between himself and the staff. I asked him if he felt that the sheet added to his level of care and he said that it has certainly added to his connection to the staff as people were asking about him as a person and not just a patient. I asked if he felt that he got better care because of it and he agreed whole heartily.

My further thoughts:

I believe that for him the posted care sheet was a great blessing and allowed him to have a better experience in the hospital by being better connected with the staff. They got to know more about him and as such began to care for him more like a friend and family member. This means that as a part of their treatment of his physical issues they helped him feel more connected and cared for as a person. In the past, their experience has not always been positive. However, this hospital stay was more positive and I think the care sheet had a role to play. They want to be valued and respected as long-term members of the Visalia community and any patient would who cares about their dignity and health. This does not always happen as the staff does not typically know the patients, their stories or their histories in the community.

In short, compassion, empathy and an attentiveness to the person as an individual go a long way to caring for the whole patient. I believe doing these things helps patients find healing in ways they do not if we rely on only medical care alone. Thank you for implementing these care sheets and for the work your team is doing to provide a better customer and patient experience for those who find themselves in need to the services of Kaweah Health. Please feel free to share this e mail with anyone you believe might be blessed by reading its content.



This month's topic:

Starting the Year with Clear, Caring Communication

For patients, clear communication is more than information. It is reassurance, safety, and trust. When we take the time to explain things in a way patients understand, we help them feel less anxious, more involved, and more confident in their care.

➤ WHY IT MATTERS

- Patients feel safer when they understand what is happening to them
- Clear explanations reduce fear, confusion, and frustration
- Patients are more likely to trust their care team when communication is simple and honest
- Feeling informed helps patients feel respected and involved in their care

➤ EXPLAIN, DON'T RUSH

- Slow down and speak in everyday language
- If you are going to use medical terms or jargon, be prepared to explain what those mean

➤ CHECK FOR UNDERSTANDING

- Ask patients if what you shared makes sense
- Give them space to ask questions without feeling rushed

➤ SET EXPECTATIONS

- Let patients know what will happen next and when
- Explain delays, medications, or procedures before they occur

➤ BE FULLY PRESENT

- Make eye contact, speak calmly, and listen actively

Clear, caring communication helps patients feel seen, heard, and supported. When patients understand their care, they feel less alone and more confident in the team caring for them. As we start the year, let's focus on creating moments of clarity that make a lasting difference in the patient experience.