

Kaweah Delta Health Care District

Board of Directors Committee Meeting

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

NOTICE

Please join my meeting from your computer, tablet or smartphone.

<https://meet.goto.com/KelsieD/kaweahdeltahealthcaredistrictboardofdirectorsmeet>

You can also dial in using your phone.

Access Code: 460-561-181

United States: [+1 \(646\) 749-3122](tel:+16467493122)

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, July 8, 2026:

- 4:00 PM 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

Kaweah Delta Health Care District

Board of Directors Committee Meeting

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

DISTRIBUTION:

Governing Board, Legal Counsel, Executive Team, Chief of Staff, www.kaweahhealth.org

Mike Olmos • Zone 1
Board Member

Jonna Schengel • Zone 2
Board Member

Dean Levitan, MD • Zone 3
Secretary/Treasurer

David Francis • Zone 4
President

Armando Murrieta • Zone 5
Vice President

Kaweah Delta Health Care District

Board of Directors Committee Meeting

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

This agenda is posted in compliance with the Ralph M. Brown Act, including amendments enacted under Senate Bill 707.

KAWEAH DELTA HEALTH CARE DISTRICT BOARD OF DIRECTORS COMMITTEE MEETING

Kaweah Health Medical Center – Executive Office Conference Room
305 W. Acequia Ave., Visalia, CA

Wednesday July 8, 2026 {Committee Meeting}

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OPEN SESSION – 4:00 PM

Attending: Directors: Armando Murrieta (Chair) and Mike Olmos; Marc Mertz, Chief Executive Officer; Max Heckhausen, VP of Strategy; Jag Batth, Chief Operating Officer; Scott Baker, Chief Nursing Officer; Tom Boggs, Chief Ambulatory 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

- 1. CALL TO ORDER**
- 2. PUBLIC 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 (5) minutes. Members of the public wishing to address the Board concerning items not on the agenda and within the jurisdiction of the Board are requested to identify themselves at this time.

Mike Olmos • Zone 1
Board Member

Jonna Schengel • Zone 2
Board Member

Dean Levitan, MD • Zone 3
Secretary/Treasurer

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Kaweah Delta Health Care District

Board of Directors Committee Meeting

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3. MINUTES

Review of minutes from May 2026.

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

4.1. Patient Experience Dashboard

4.2. HCAHPS Trend

4.3. Inpatient Units Scores

4.4. Rural Health Clinics Scores

4.5. Specialty Clinics Scores

4.6. Patient Rounding

4.7. Patient Experience MIDAS

4.8. Lost Belongings

4.9. Executive Rounding

4.10. 2026 PX Topic

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, May 13, 2026

Kaweah Health Medical Center – Executive Office Conference Room

Present: Director: Mike Olmos (Chair) & Armando Murrieta; Marc Mertz, Chief Executive Officer; Max Heckhausen, VP of Strategy; Jag Batth, Chief Operations Officer; Tom Boggs, Chief Ambulatory 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 2:04 PM by Chair Mike Olmos.

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

MINUTES – The minutes from the March 2026 meeting were reviewed.

PATIENT EXPERIENCE –

- 2.1 Teresa Bobadilla reviewed the April Patient Experience Dashboard. (see Attachment 2.1. of the agenda)
- 2.2 Teresa presented trends from July 2025 through March 2026 across inpatient, emergency department, and rural health clinics. (see Attachment 2.2. of the agenda)
- 2.3 – 2.5. Deborah Volosin presented a graph comparing goals to current scores in various facilities for the period of July 2025 through March 2026. (see Attachment 2.3. – 2.5. of the agenda)
- 2.6 – 2.9 Sintayehu and Marlo reviewed data related to patient experience, including MIDAS, rounding, and lost belongings for the month of April. (see Attachment 2.6. – 2.9. of the agenda)
- 2.10. Discussion of this agenda item deferred.

Adjourned at 3:13 PM

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President

Armando Murrieta • Zone 5
Vice President

Patient & Community Experience

PX Board Committee
July 2026



kaweahhealth.org





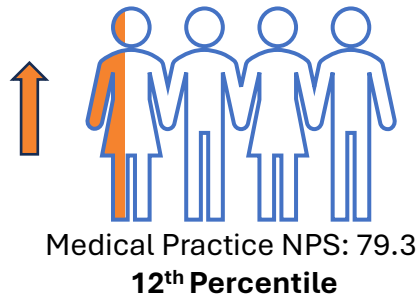
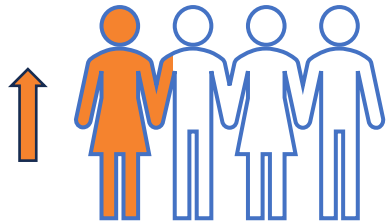
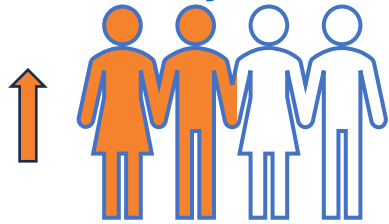
Patient Experience Matters



Opportunities and insights to increase patient satisfaction.

Kaweah Health June 2026

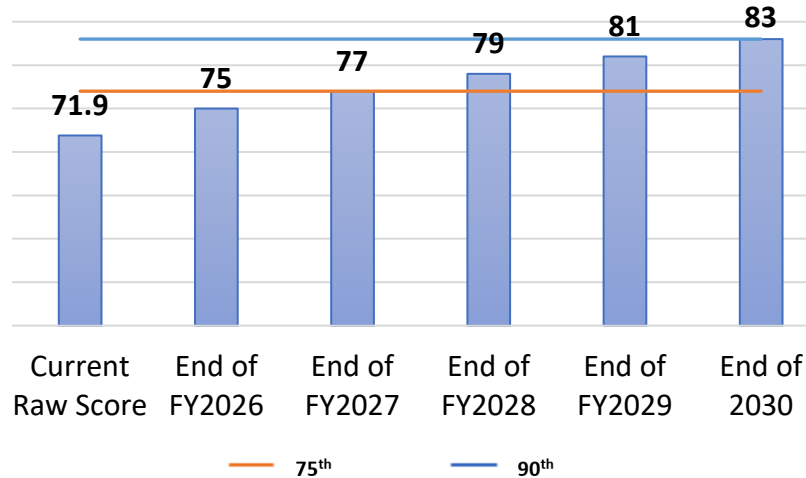
Survey Scores



Fiscal Year Data

July 2025 – May 2026

5 Year HCAHPS Goal



June 2026

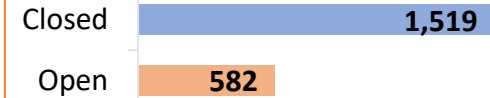
MIDAS
59
Opened

PX
Rounding
225

ED
Rounding
307

Leader
Rounding
1,193

Service Alerts



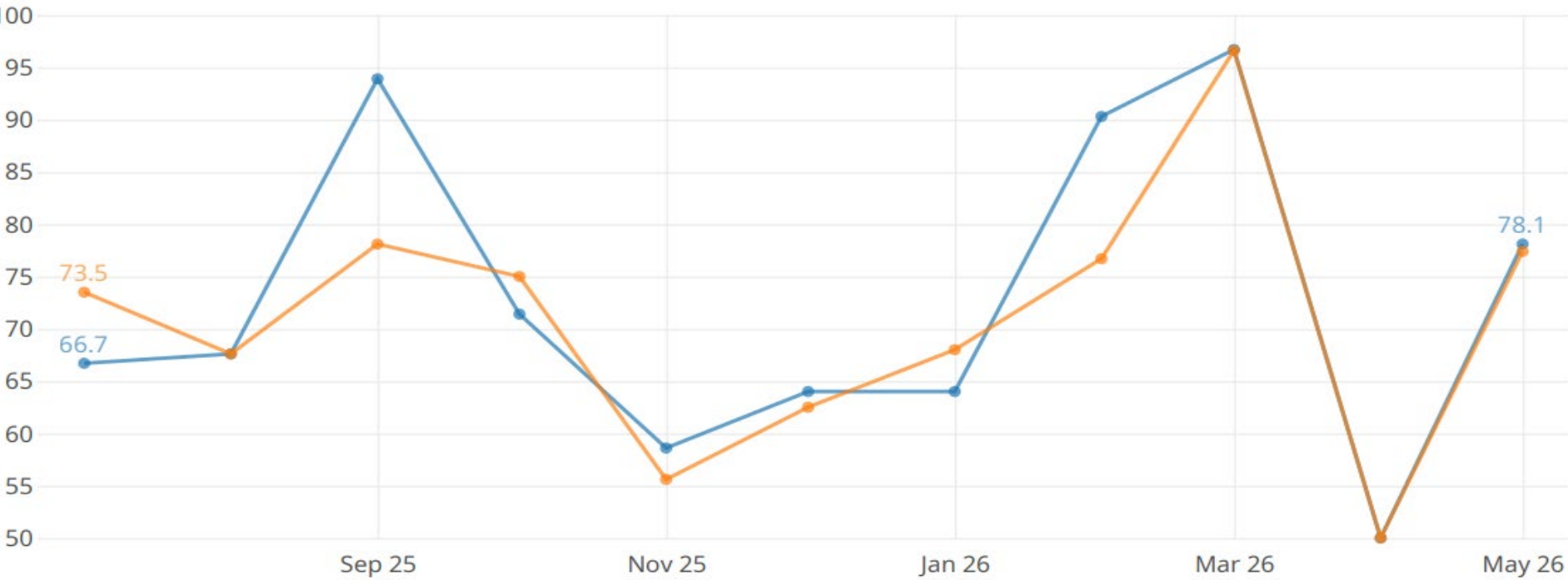
Human Understanding – 75.6
11th Percentile

PRIORITY

- **Received Consistent Information:**
 - Before entering the room, review the patient's plan of care to ensure consistent communication across the care team.
- **Nurses Explained Things Understandably:**
 - Explain medications, treatments, and next steps in clear, everyday language, then ask if the patient has any questions.
- **Quiet Rooms At Night:**
 - Help create a restful environment by keeping voices low, minimizing hallway noise, and closing doors quietly whenever possible.

HCAHPS Trend July 2025 – May 2026

■ Rate hospital
 ■ Would recommend hospital to family

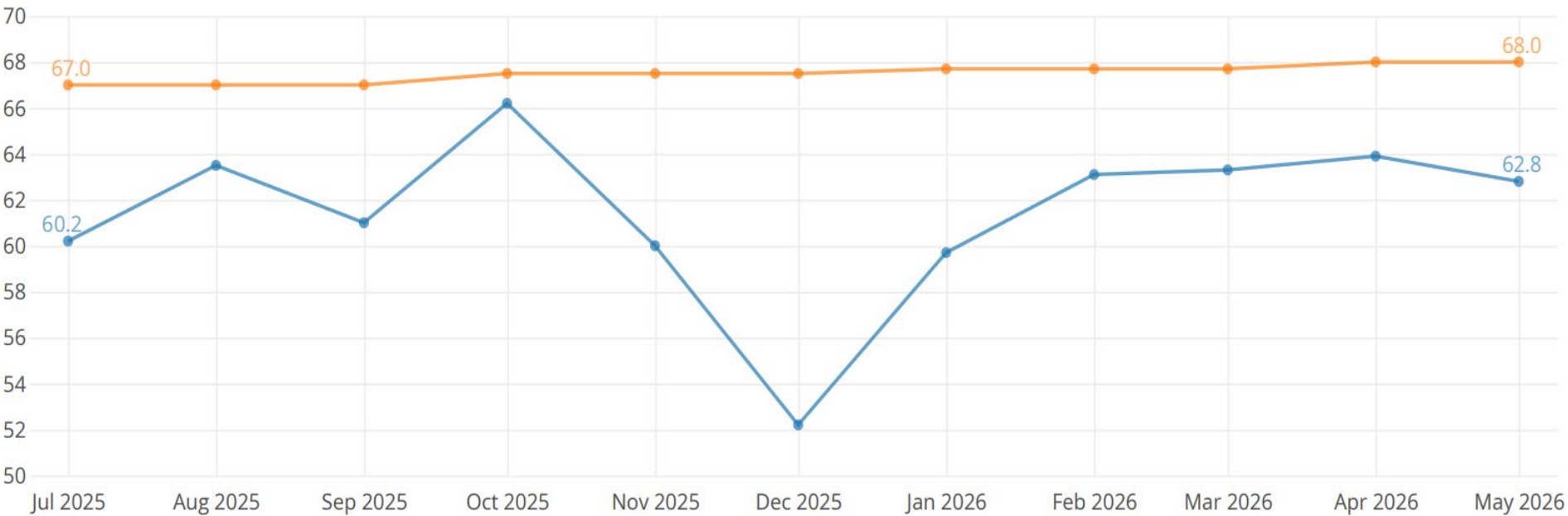


Question	Benchmark	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	May 26
Rate hospital	71.7	66.7 n = 33	67.6 n = 34	93.9 n = 33	71.4 n = 28	58.6 n = 29	64.0 n = 25	64.0 n = 25	90.3 n = 31	96.7 n = 30	50.0 n = 24	78.1 n = 32
Would recommend hospital to family	73.2	73.5 n = 34	67.6 n = 34	78.1 n = 32	75.0 n = 28	55.6 n = 27	62.5 n = 24	68.0 n = 25	76.7 n = 30	96.6 n = 29	50.0 n = 24	77.4 n = 31

Inpatient

■ NPS: Facility would recommend ■ Benchmark

NPS: Facility would recommend

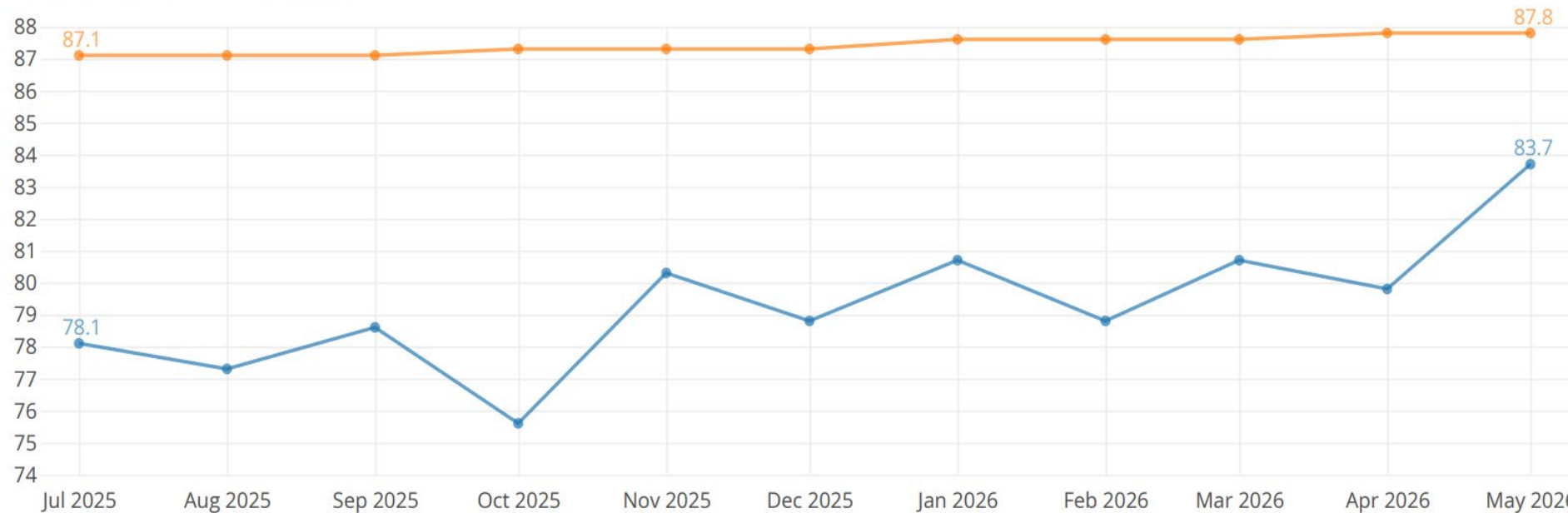


	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026
ld	60.2	63.5	61.0	66.2	60.0	52.2	59.7	63.1	63.3	63.9	62.8
	n = 259	n = 211	n = 187	n = 198	n = 220	n = 230	n = 233	n = 198	n = 221	n = 219	n = 242

Medical Practice

■ Provider would recommend ■ Benchmark

Provider would recommend

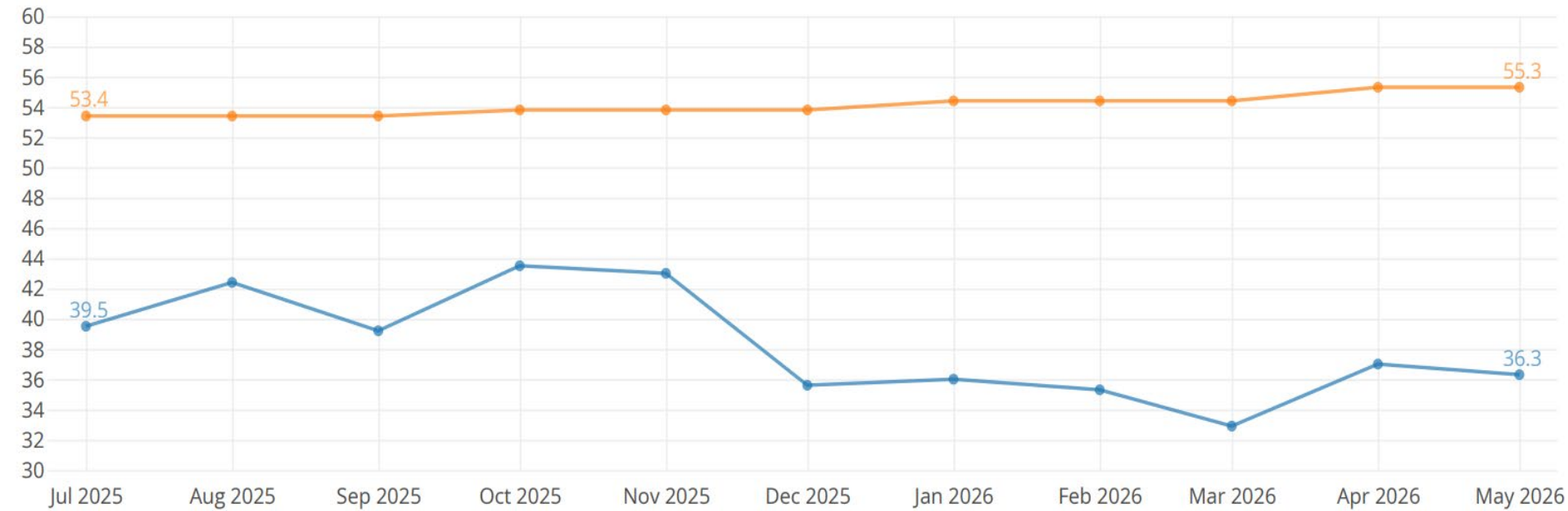


Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026
78.1	77.3	78.6	75.6	80.3	78.8	80.7	78.8	80.7	79.8	83.7
n = 770	n = 688	n = 695	n = 620	n = 529	n = 556	n = 673	n = 609	n = 596	n = 664	n = 645

Emergency Department

■ NPS: Facility would recommend ■ Benchmark

NPS: Facility would recommend

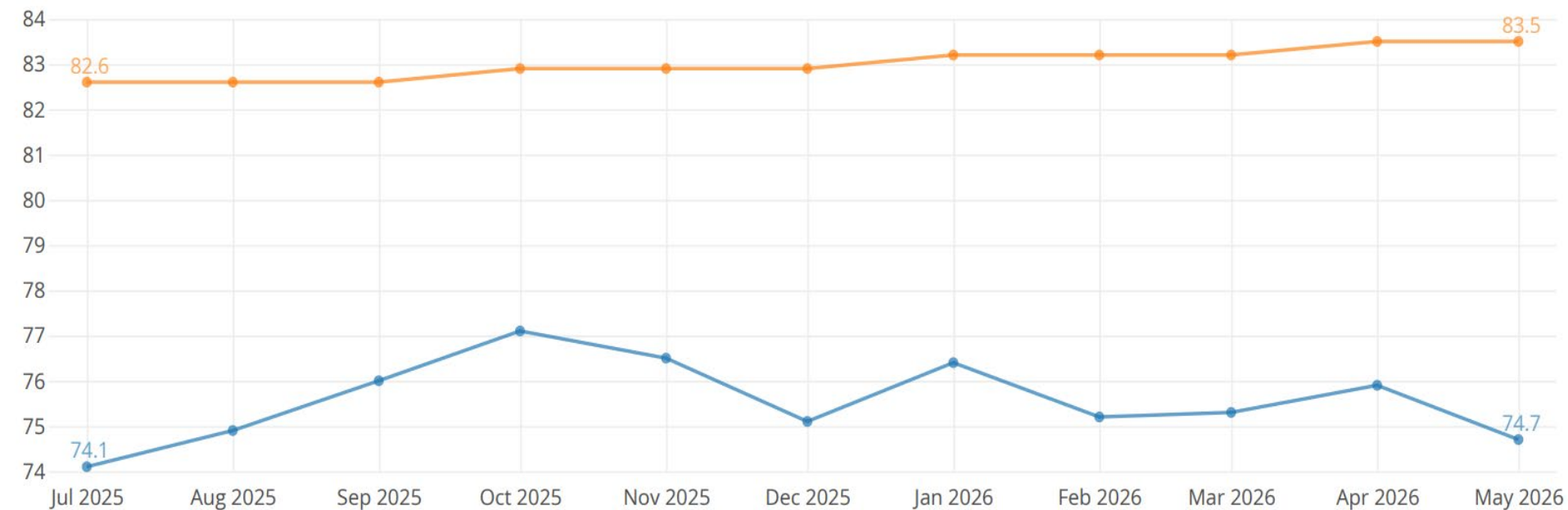


ld	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026
	39.5	42.4	39.2	43.5	43.0	35.6	36.0	35.3	32.9	37.0	36.3
	n = 845	n = 821	n = 793	n = 710	n = 698	n = 758	n = 801	n = 750	n = 832	n = 789	n = 805

Human Understanding: Organization

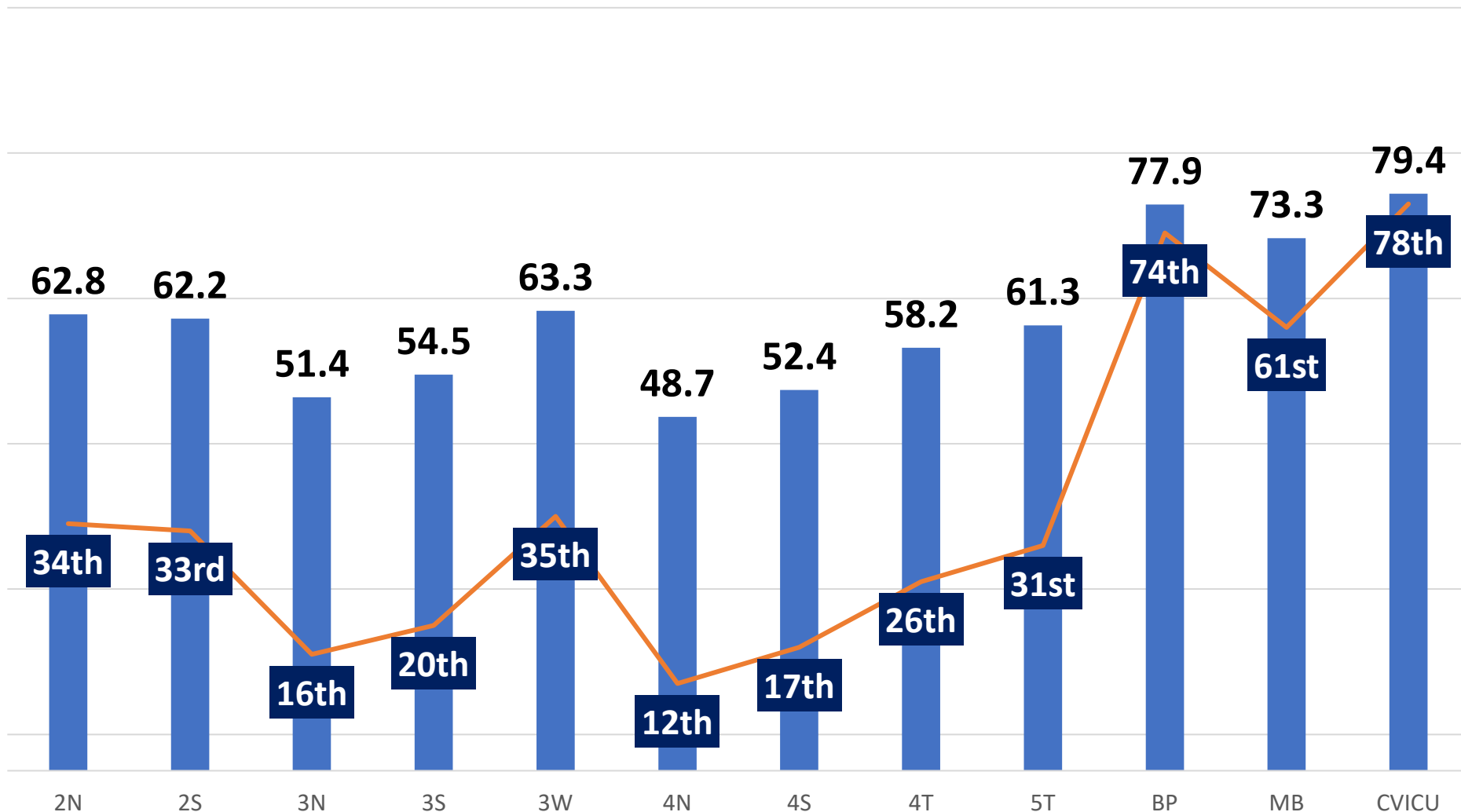
■ Human Understanding ■ Benchmark

Human Understanding

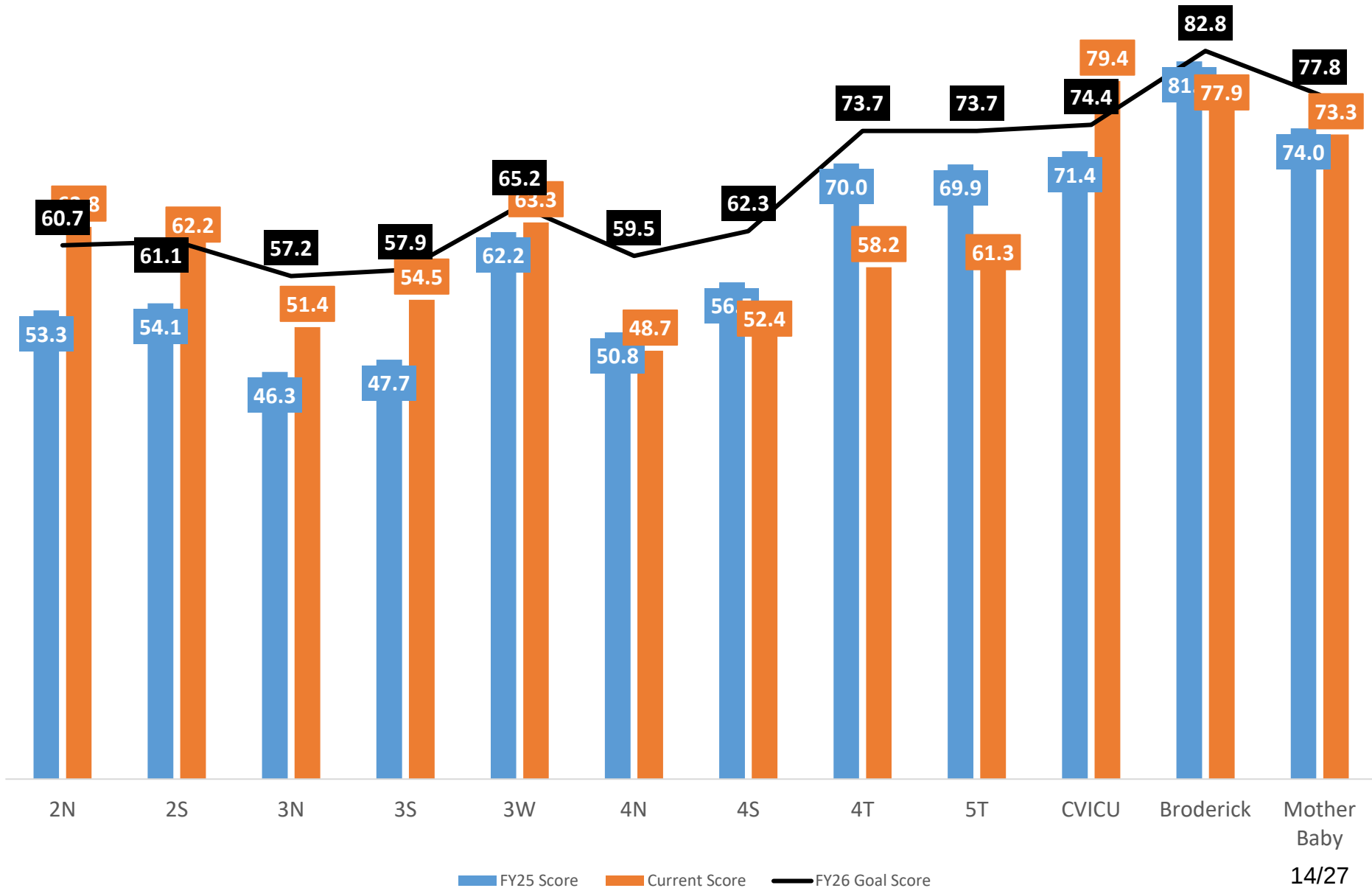


	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026
Understanding	74.1	74.9	76.0	77.1	76.5	75.1	76.4	75.2	75.3	75.9	74.7
	n = 3,593	n = 3,510	n = 3,836	n = 3,949	n = 3,380	n = 3,813	n = 4,188	n = 3,854	n = 4,208	n = 4,081	n = 4,010

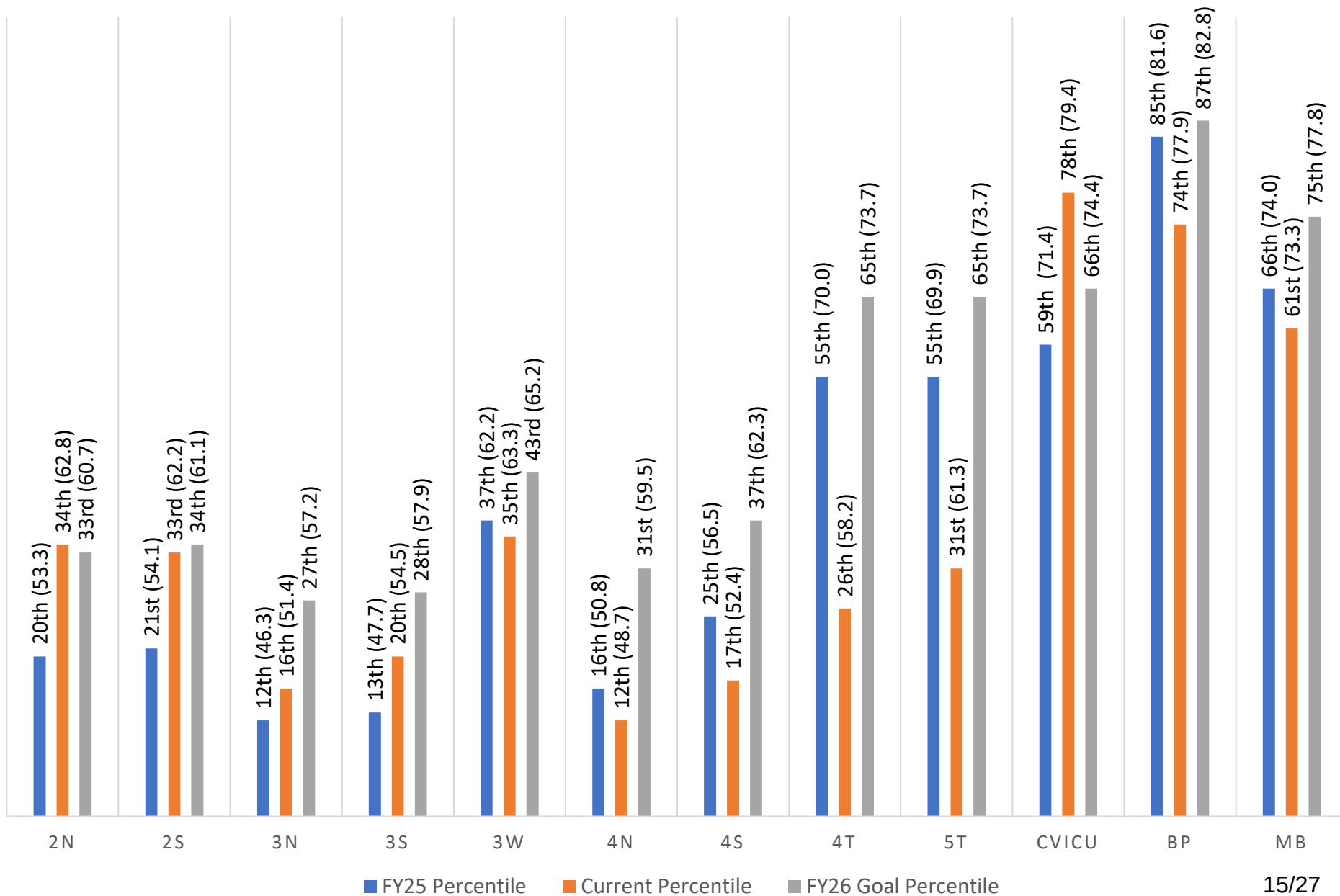
Inpatient Unit's NPS Score: July 2025 – May 2026



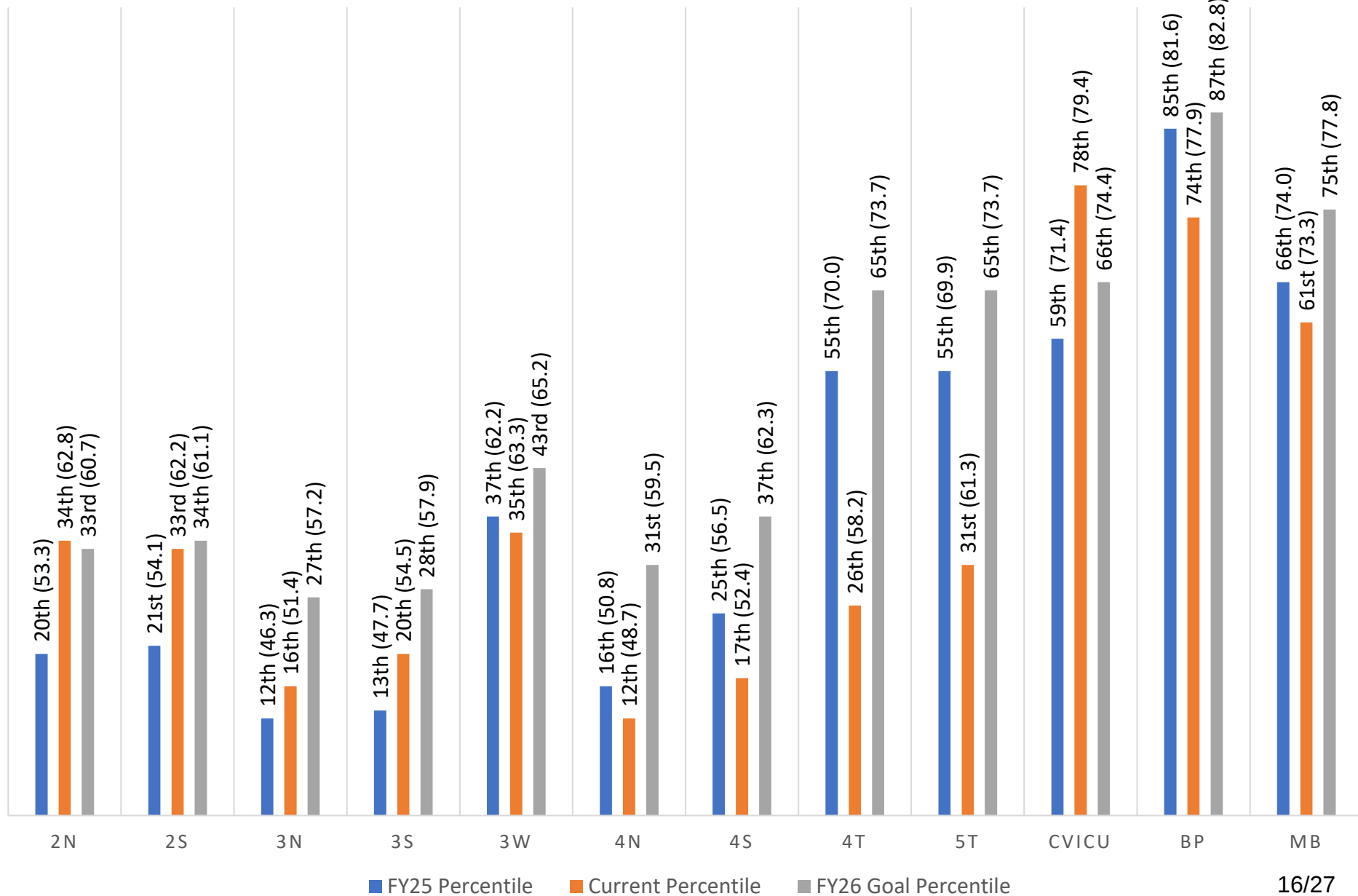
Inpatient Unit's Goal vs Current Score: July 2025 – May 2026



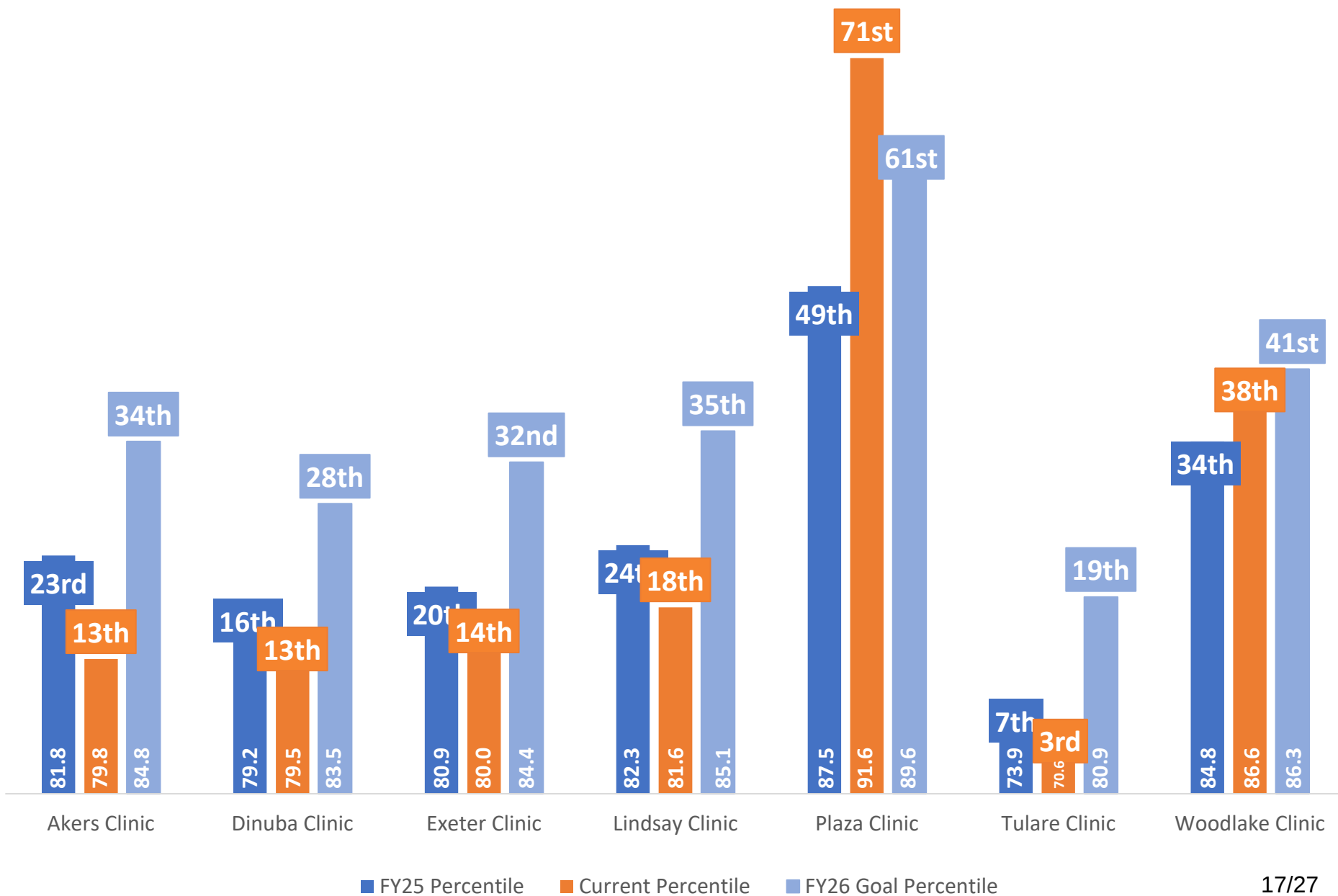
Inpatient Unit's Goal vs Current Score: July 2025 – May 2026



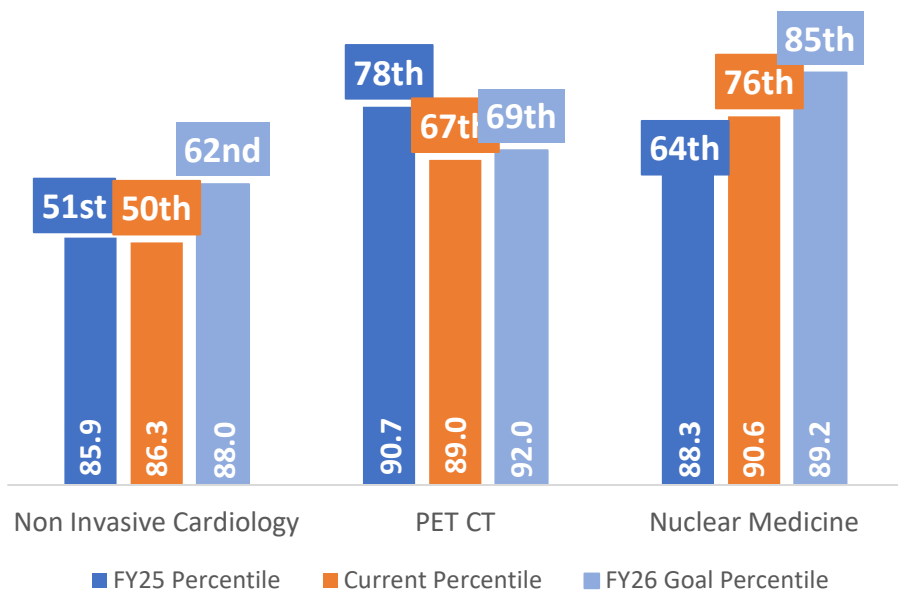
Inpatient Unit's Goal vs Current Score: July 2025 – May 2026



RHC Goal vs Current Score: July 2025 – May 2026

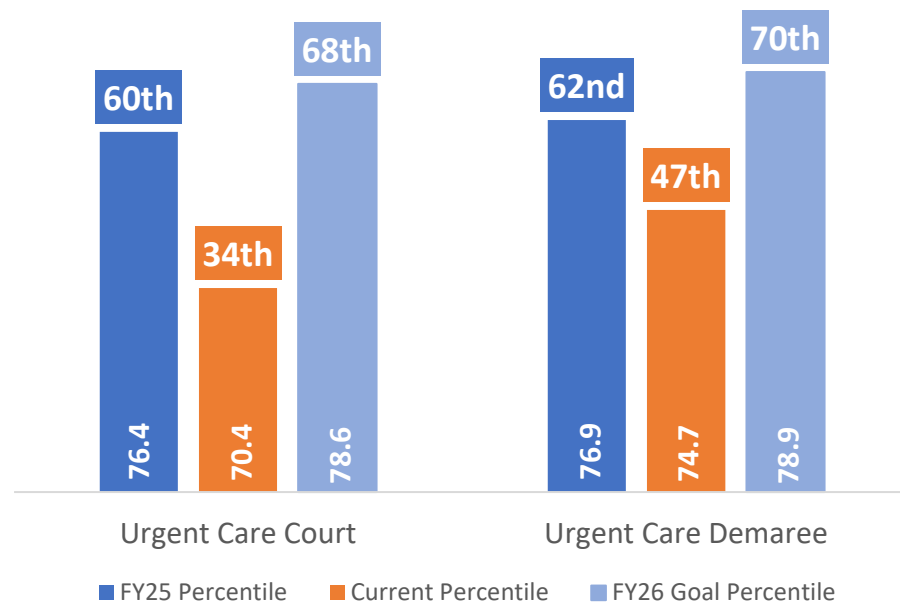


Diagnostic Center

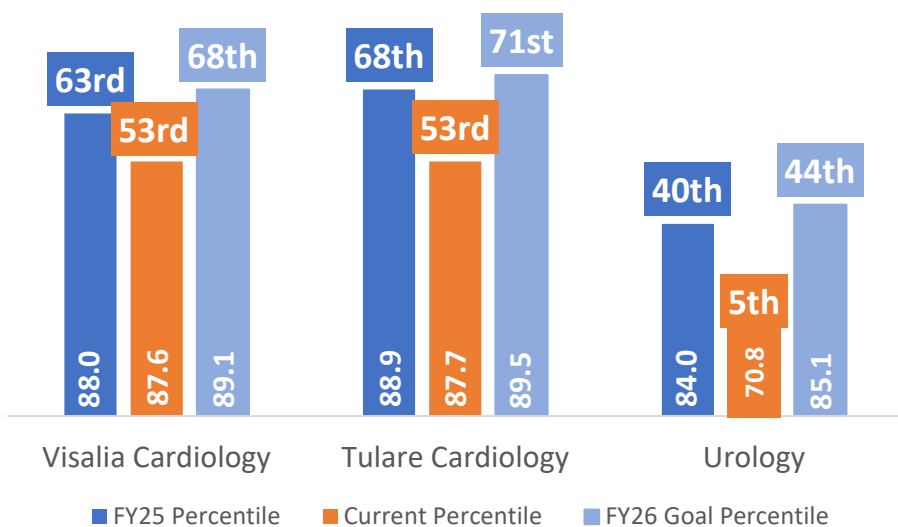


Urgent Care

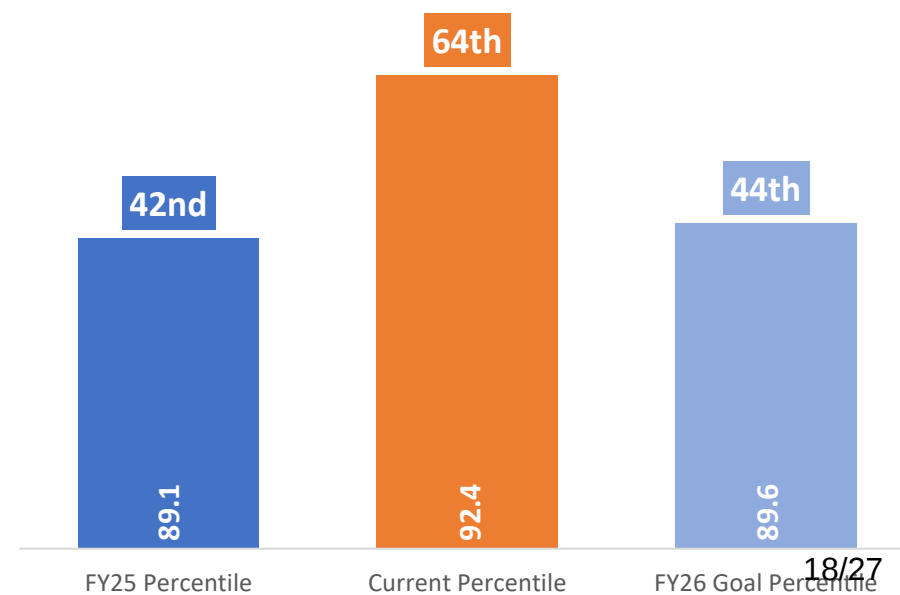
13



Specialty Clinics

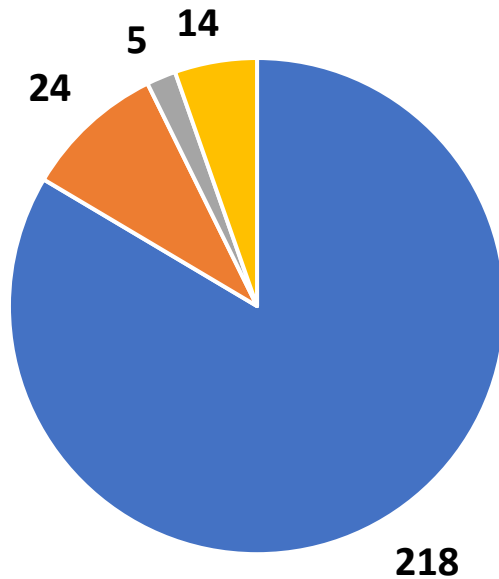


Radiation Oncology



PX Rounding: June

225 Rounds

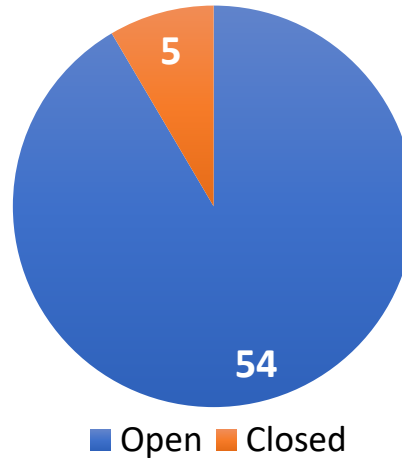


- Positive
- Complaints
- Midas
- Real Time Service Recovery

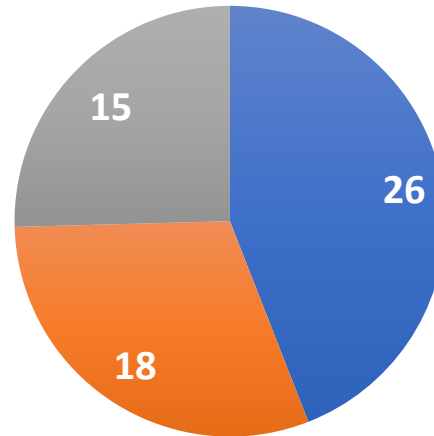


MIDAS: June

59 Opened



- Open
- Closed

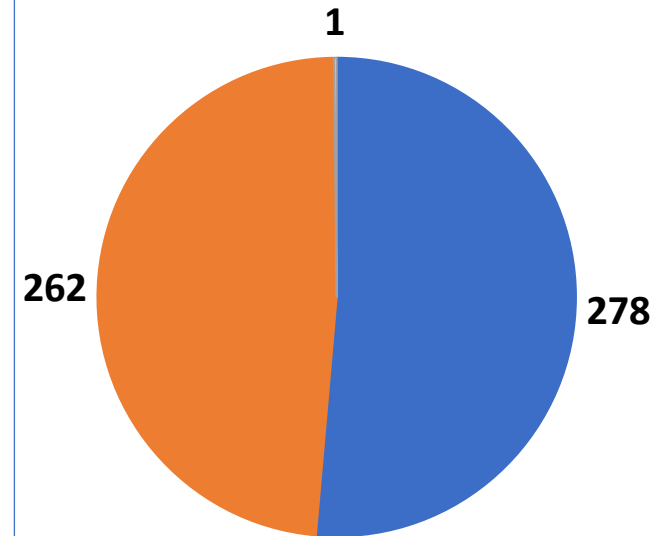


- Complaint
- Grievance
- Lost



ED Rounding: June

307 Rounds

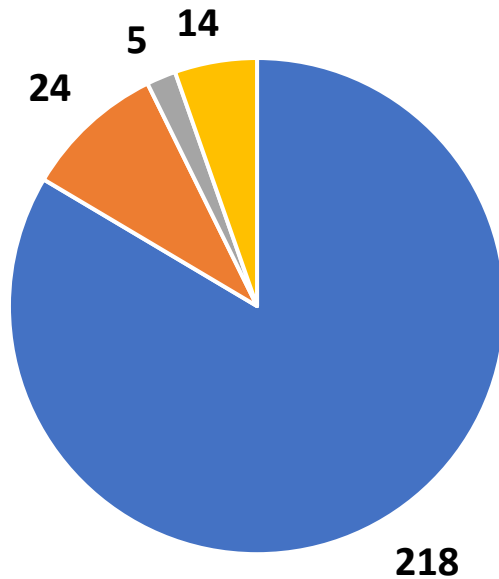


- Positive
- Complaints
- Midas



PX Rounding: June

225 Rounds

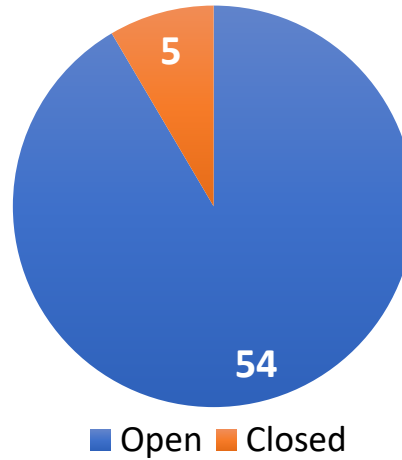


- Positive
- Complaints
- Midas
- Real Time Service Recovery

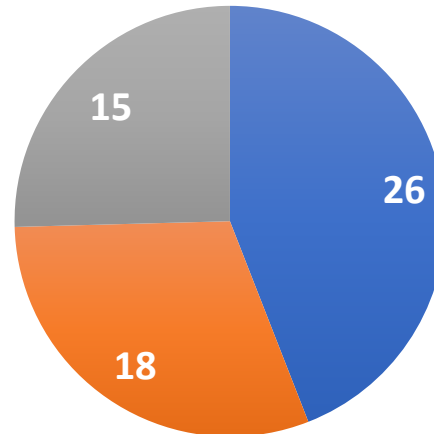


MIDAS: June

59 Opened



- Open
- Closed

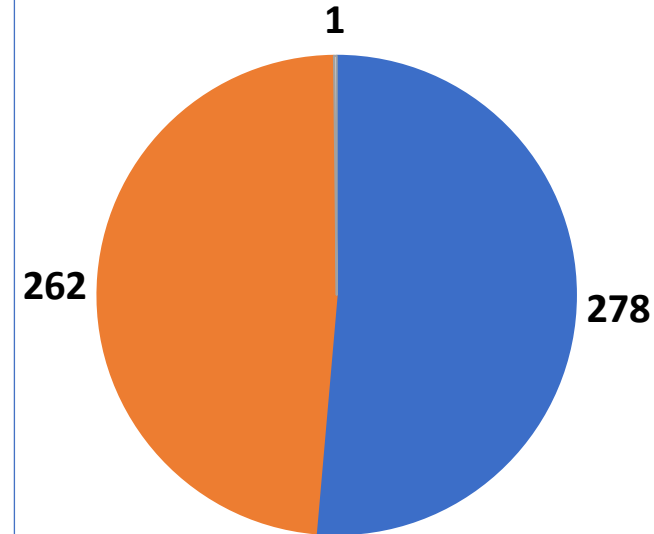


- Complaint
- Grievance
- Lost



ED Rounding: June

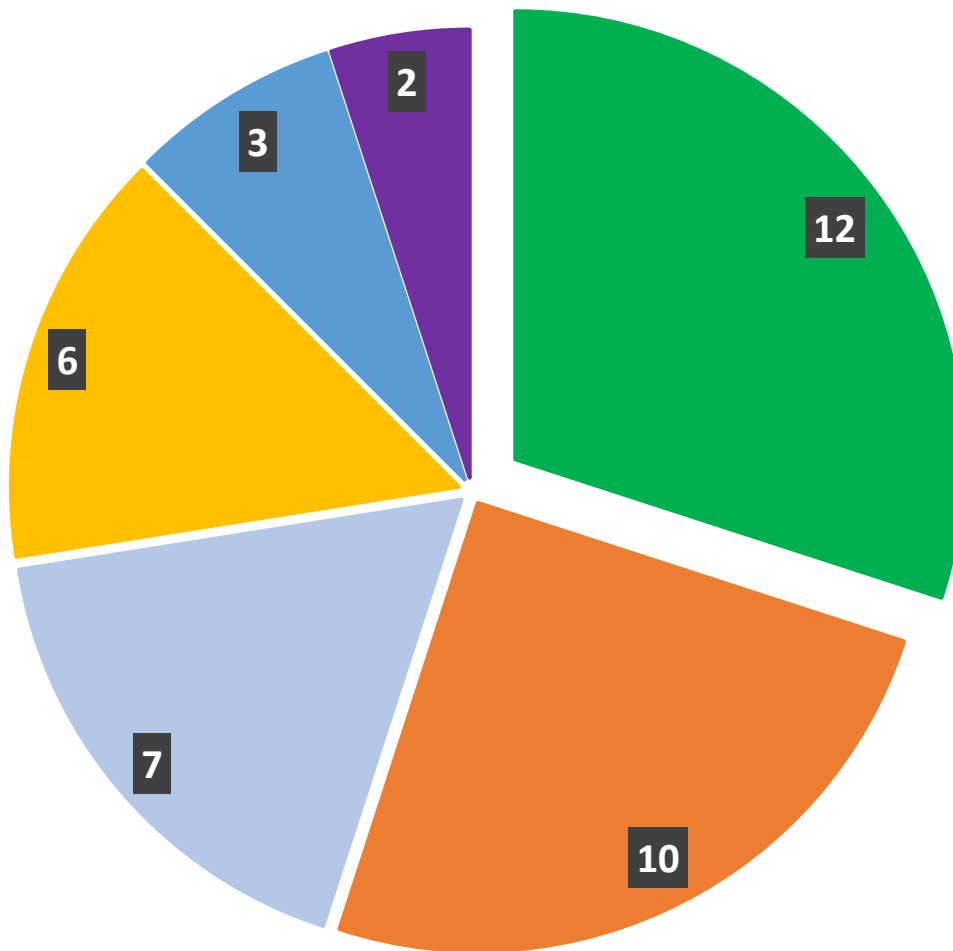
307 Rounds



- Positive
- Complaints
- Midas

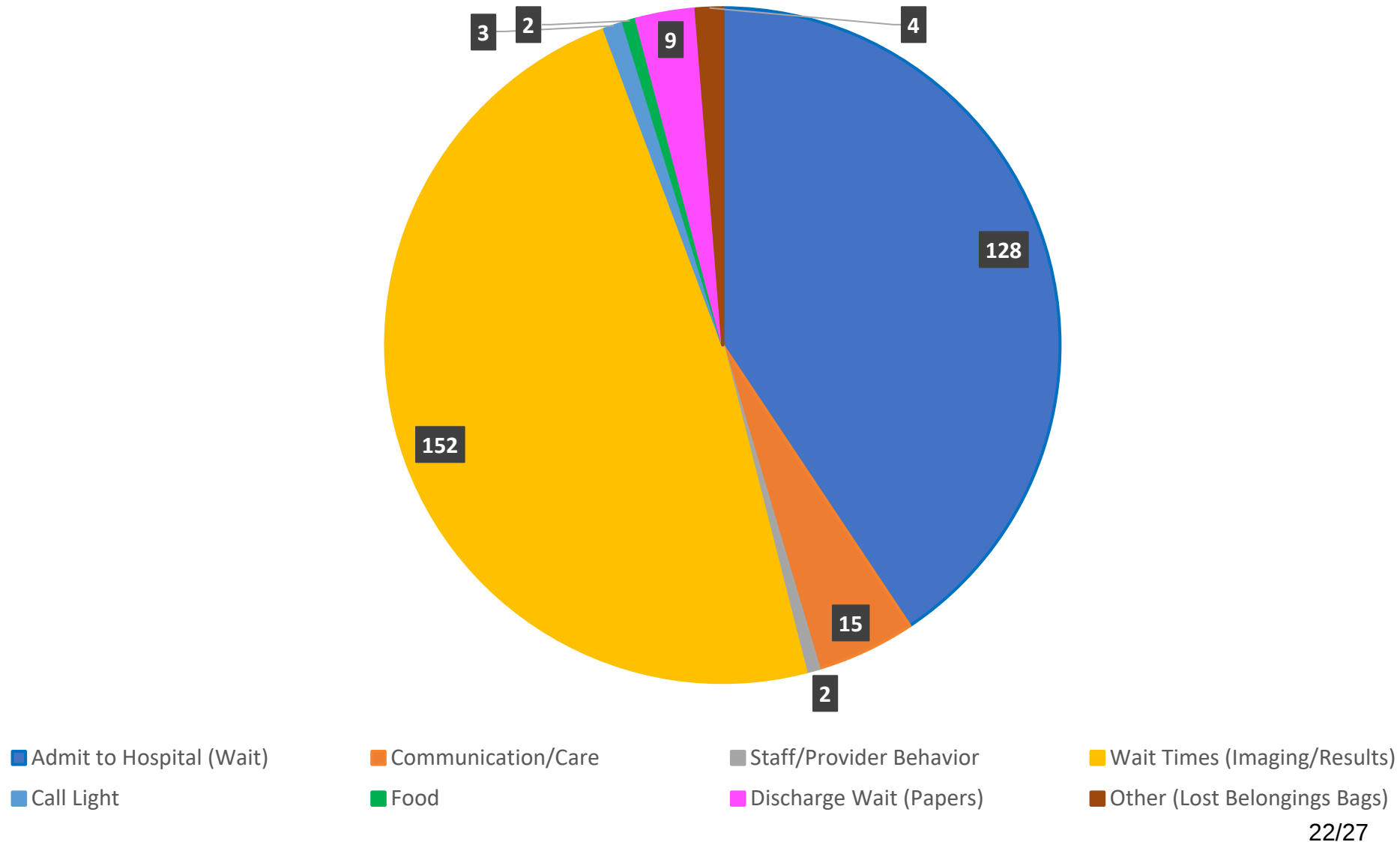


PX Patient Rounding Complaints Breakdown: June 2026



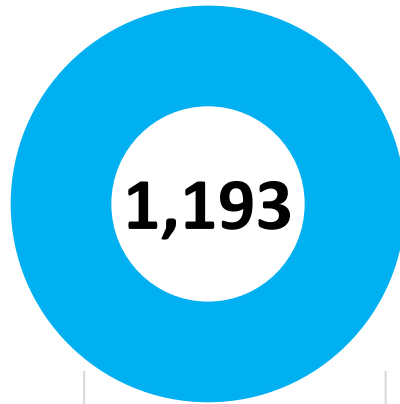
■ Communication ■ Delay of Care ■ Quality of Care ■ Food ■ Staff Behavior ■ Provider Issue

ED Patient Rounding Complaints Breakdown: June 2026

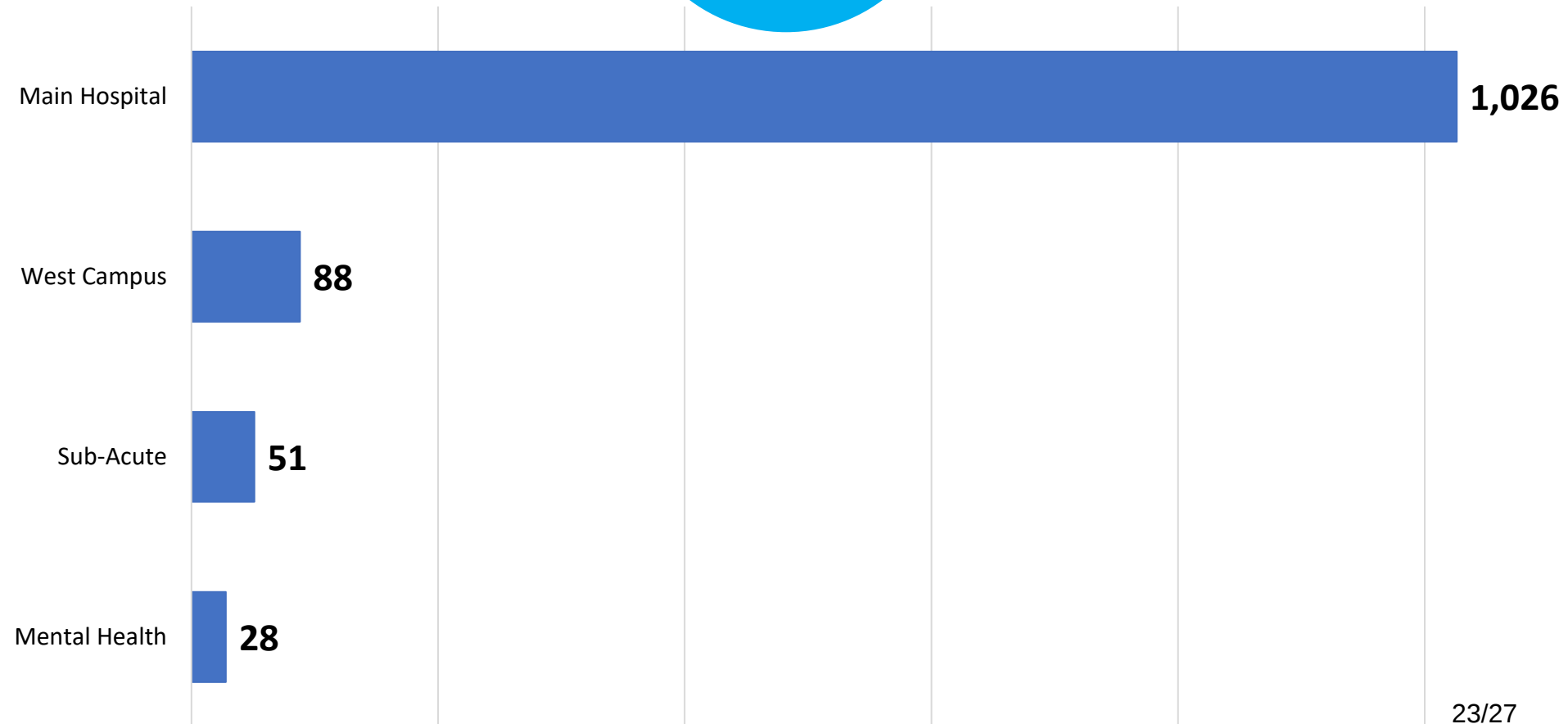


Leader Rounds: June 2026

18



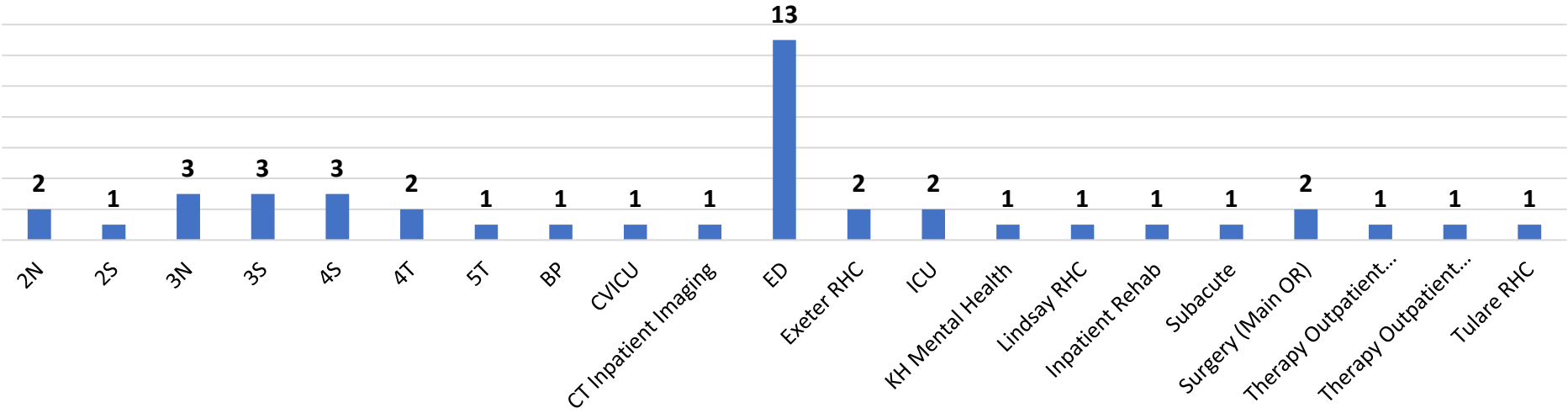
1,193



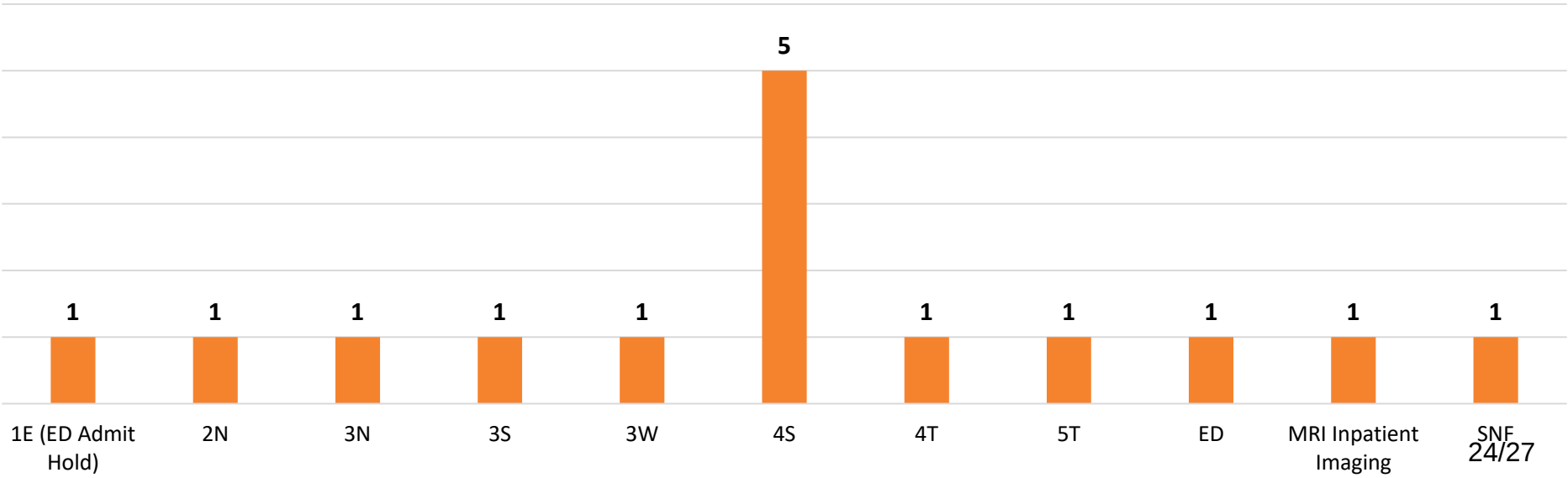
MIDAS: June 2026

59 Opened

Complaints & Grievances



Lost Belongings



Lost Belongings

FY26: 7/1/2025 – 6/30/2026

Total Reported in Midas: 199

199

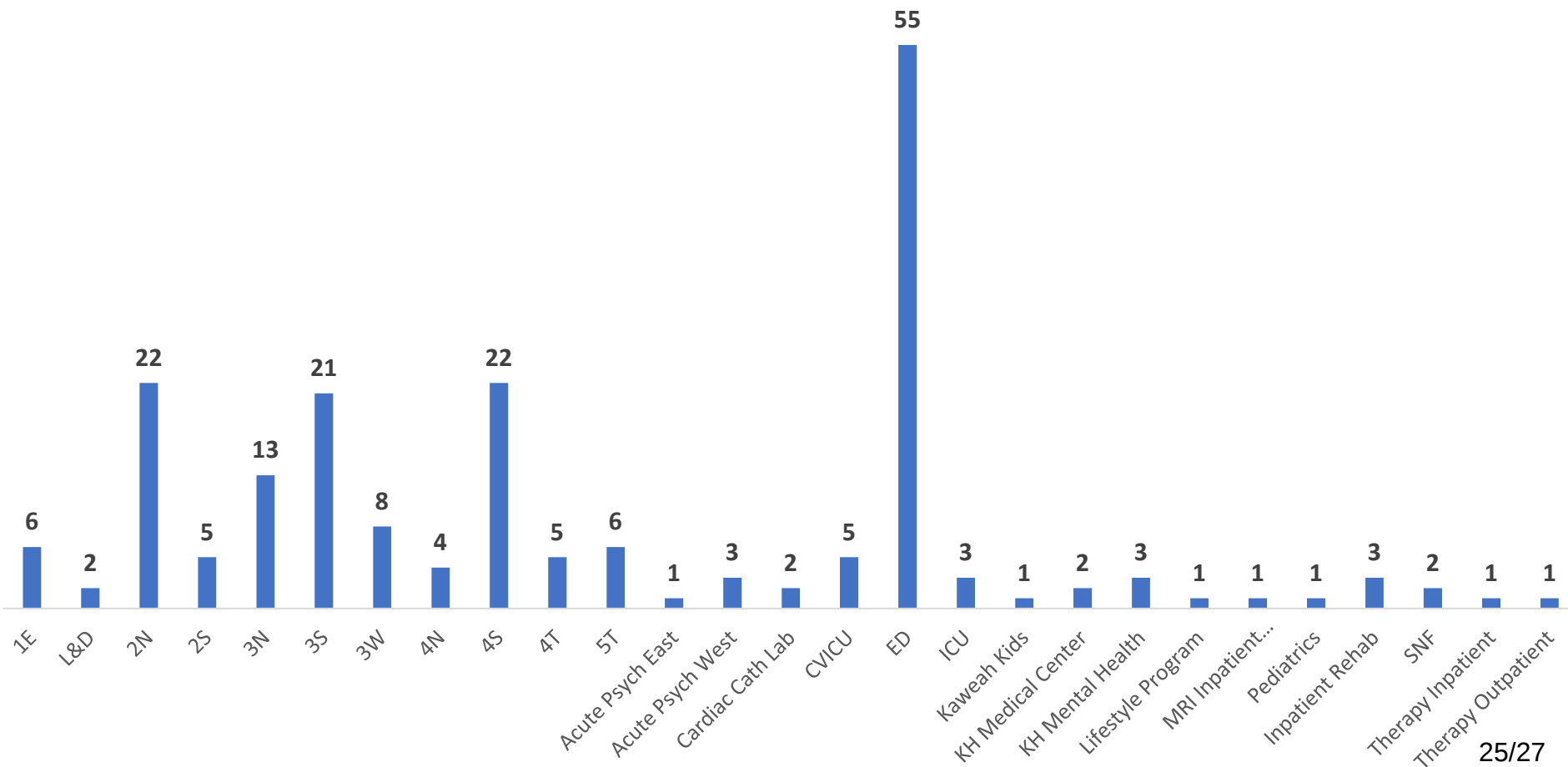
Total Cases Reported

167

Closed (84%)

32

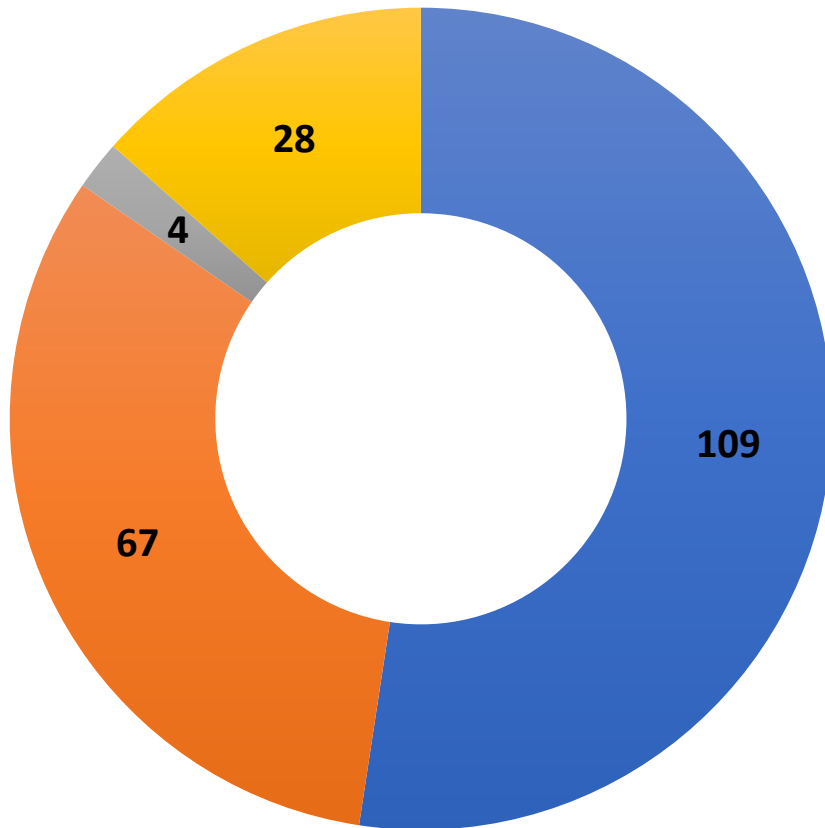
Open (16%)



Service Alerts: May 2026

208

Total Service Alerts



■ Open

■ Closed - Unresolved

■ Closed - Resolved

■ Closed - No Action

Alert Sentiment



Positive

66

31.7% of total alerts



Negative

184

88.5% of total alerts



An alert can be tagged as both positive and negative.



Executive Rounding - April

Executive Team Rounds = 9 executive rounds, 1 BOD round

Executive	November	December	January	February	March	April	May	June
CEO/Marc Mertz.	11/4, 11/20	12/3, 12/23	1/12	Cancelled JC	3/25	4/23	5/11	6/23
Jag B.	11/12	12/10	1/13	Cancelled JC	3/19	4/8	5/7	Cancelled
Malinda T.	11/17	12/22	1/6	Cancelled JC	3/31	4/20	5/18	6/30
Dianne C.	11/11	12/15	1/8	2/4	3/5	4/22	5/28	6/25
Scott B.	11/24		1/27	2/12	3/24	4/14	5/12	6/26
Ben C.	11/24	12/18	1/22	Cancelled JC	Cancelled by PX	4/22	5/21	6/16
Paul S.		12/2	1/28	18-Feb	3-Mar	4/15	5/19	6/11
Doug Leeper			1/19	11-Feb	30-Mar	4/21		
Kevin Morrison						4/30	5/29	6/15
Board of Directors				2/9 (MO)	3/2 (AM)	4/16 (DF)	5/11 (MO)	6/4 (DL)
Luke Schneider							5/4	6/24
Max Heckhausen							5/5	6/2
Tom Boggs							5/20	6/29