

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/kaweahdeltahealthcaredistrictboardofdirectorsmeeti>

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, March 11, 2026:

- 3:45PM 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

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

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DISTRIBUTION:

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

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Jonna Schengel • Zone 2
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Kaweah Delta Health Care District Board of Directors Committee Meeting

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KAWEAH DELTA HEALTH CARE DISTRICT BOARD OF DIRECTORS PATIENT EXPERIENCE

Wednesday, March 11, 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

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OPEN MEETING – 3:45 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 January 2026.](#)

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

2.1. [Patient Experience February Dashboard](#)

2.2. [HCAHPS Trend](#)

2.3. [Inpatient Unit's Goal](#)

2.4. [Patient Rounding](#)

Mike Olmos • Zone 1
Board Member

Jonna Schengel • Zone 2
Board Member

Dean Levitan, MD • Zone 3
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Kaweah Delta Health Care District Board of Directors Committee Meeting

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2.5. [Patient Experience MIDAS](#)

2.6. [Lost Belongings](#)

2.7. [Executive Rounding](#)

ADJOURN – Mike Olmos, Chair

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Kaweah Delta Health Care District

Board of Directors Committee

Meeting Minutes

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Patient Experience Committee – OPEN MEETING

Wednesday, January 14, 2026

Kaweah Health Medical Center – Executive Office Conference Room

Present: Director: Armando Murrieta; Marc Mertz, Chief Executive 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 4:00 PM by Armando Murrieta.

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

MINUTES – The minutes from the November 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 shared year-to-date HCAHPS trends across various areas of the organization. (see Attachment 1.2. of the agenda)
- 1.3. Teresa Bobadilla reviewed the inpatient unit percentile performance. (see Attachment 1.3. of the agenda)
- 1.4.– 1.7. Sintayehu Yirgu and Marlo Montejano reported on patient experience rounding, MIDAS, lost belongings, and service alerts metrics for the month of December. (see Attachment 1.4. – 1.7 of the agenda)
- 1.8. The Patient Experience team presented findings and data collected through the *What Matters to You* initiative. (see Attachment 1.8. of the agenda)
- 1.9. Discussion on this item was deferred.

Adjourned at 4:50 PM

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

Kaweah Delta Health Care District

Board of Directors Committee

Meeting Minutes

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President

Vacant • Zone 2

Dean Levitan, MD • Zone 3
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Board Member

Patient & Community Experience

PX Board Committee
March 2026



kaweahhealth.org





Patient Experience Matters



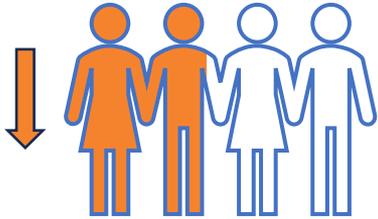
Opportunities and insights to increase patient satisfaction.

Kaweah Health February 2026

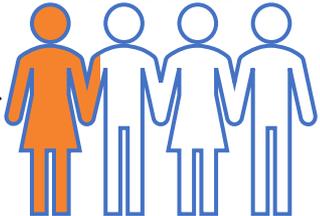
Fiscal Year Data

July 2025 – January 2026

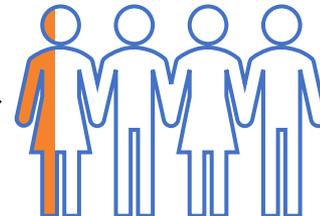
Survey Scores



HCAHPS: 69.3
45th Percentile

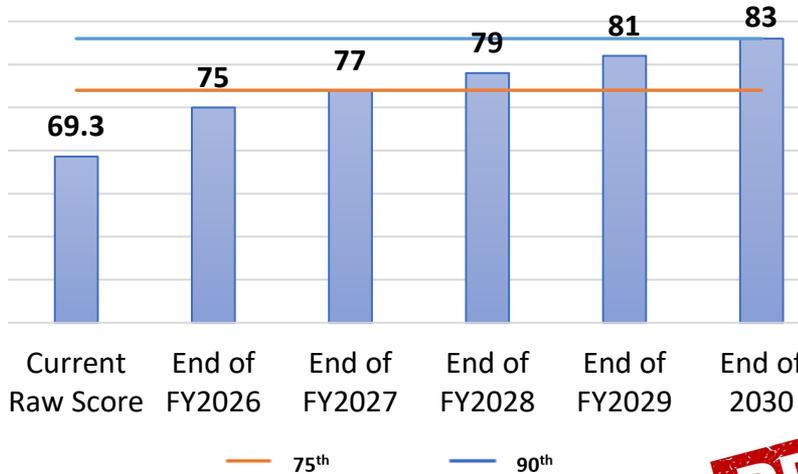


Inpatient NPS: 60.2
30th Percentile

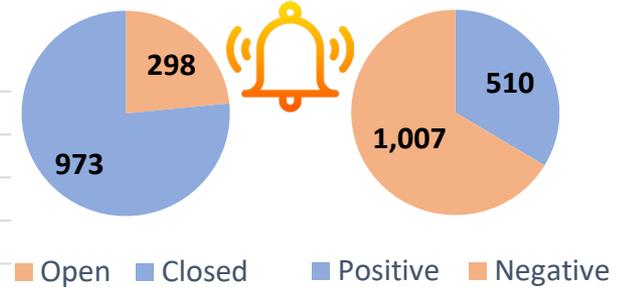


Medical Practice NPS: 78.0
12th Percentile

5 Year HCAHPS Goal



Service Alerts



Human Understanding – 75.8
12th Percentile

PRIORITY

- Trusting providers with care
- Spending enough time with patient
- Safety
- Providers explaining things understandably
- Nurses explaining things understandably

February 2026

Rounding
306

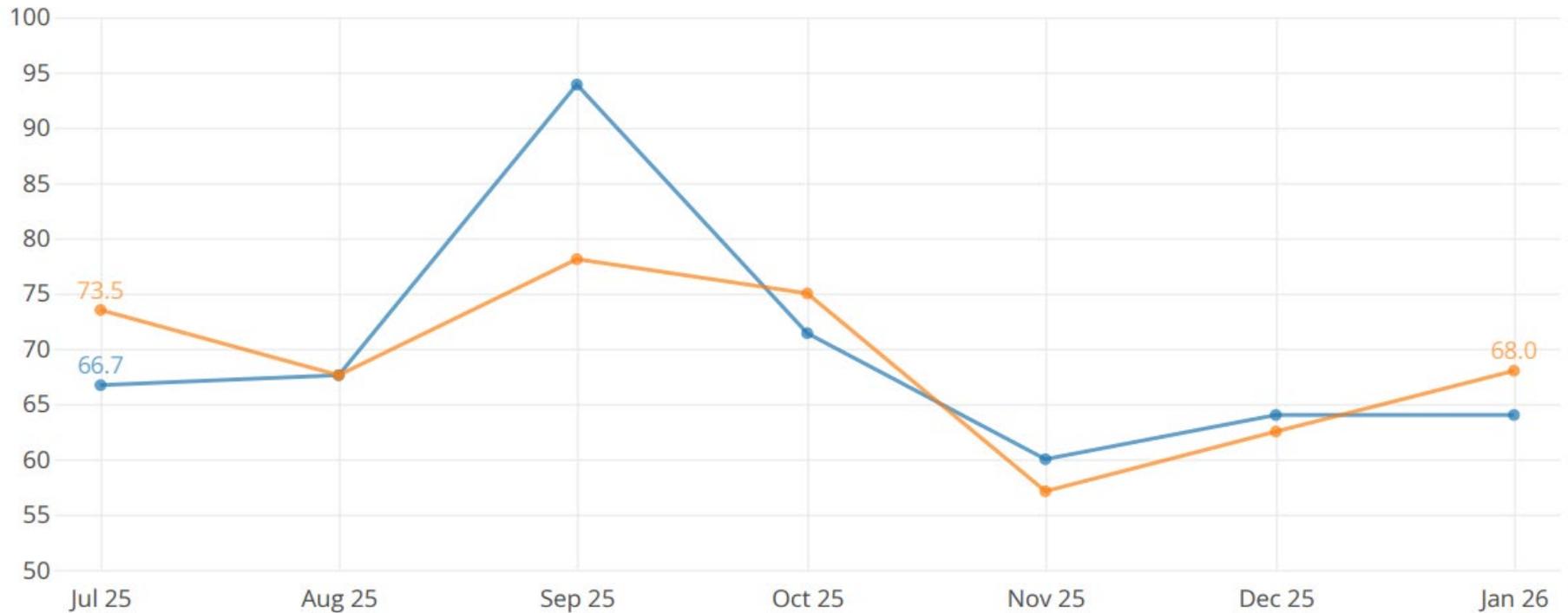
MIDAS
74
Opened

ED
Rounding
246



HCAHPS Trend July 2025 – December 2025

■ Rate hospital ■ Would recommend hospital to family

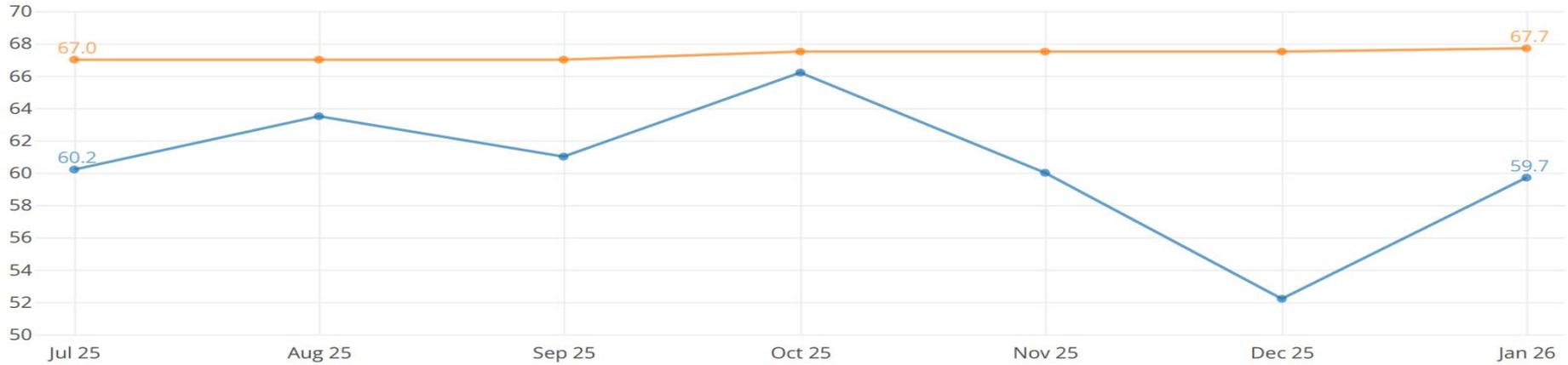


Question	Benchmark	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26
Rate hospital	71.4	66.7 n = 33	67.6 n = 34	93.9 n = 33	71.4 n = 28	60.0 n = 30	64.0 n = 25	64.0 n = 25
Would recommend hospital to family	72.8	73.5 n = 34	67.6 n = 34	78.1 n = 32	75.0 n = 28	57.1 n = 28	62.5 n = 24	68.0 n = 25

Inpatient (FY-1/31/2026)

■ NPS: Facility would recommend ■ Benchmark

NPS: Facility would recommend



Month	Score	n
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
Dec 2025	52.2	n = 230
Jan 2026	59.7	n = 233

Med Practice (FY-1/31/2026)



Human understanding

Trend

Respondents 4,531

■ Provider would recommend ■ Benchmark

Provider would recommend



	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026
Provider would recommend	78.1 n = 770	77.3 n = 688	78.6 n = 695	75.6 n = 620	80.3 n = 529	78.8 n = 556	80.7 n = 673

Emergency Department (FY-1/31/26)



Human understanding

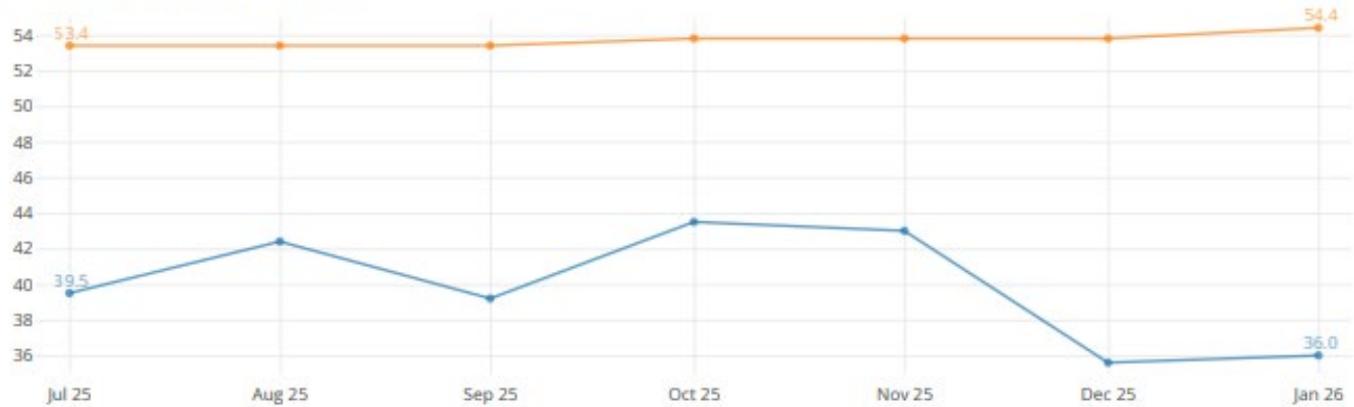
Trend

Respondents

5,426

■ NPS: Facility would recommend ■ Benchmark

NPS: Facility would recommend



	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026
NPS: Facility would recommend	39.5 n = 845	42.4 n = 821	39.2 n = 793	43.5 n = 710	43.0 n = 698	35.6 n = 758	36.0 n = 801

Human Understanding (FY-1/31/2026)



Human understanding

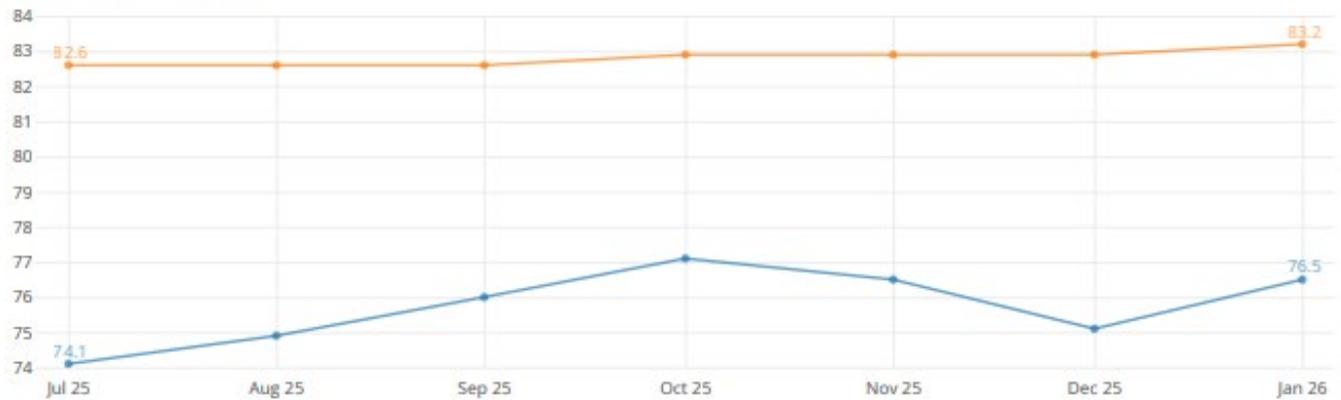
Trend

Respondents

26,265

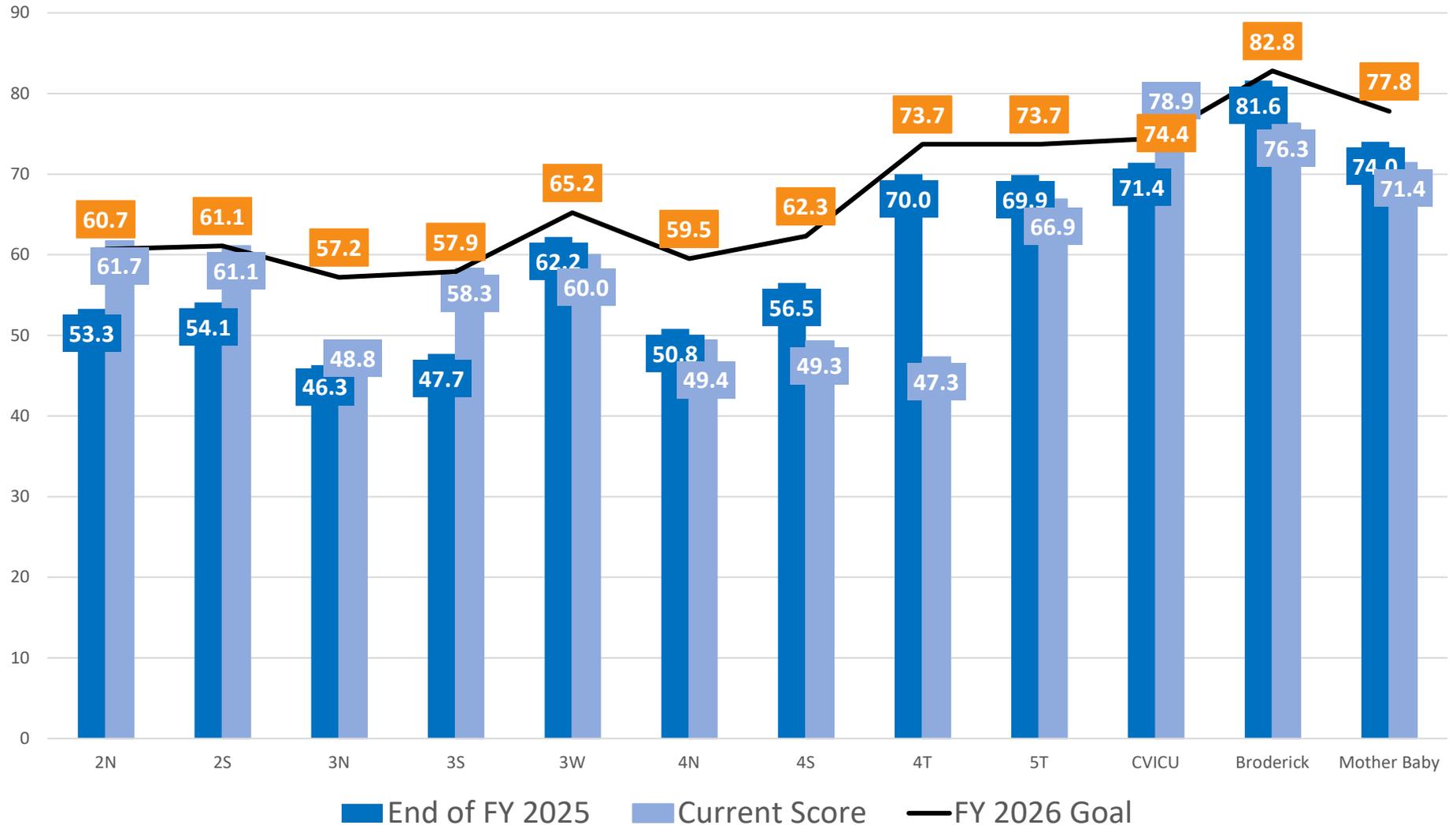
■ Human Understanding ■ Benchmark

Human Understanding



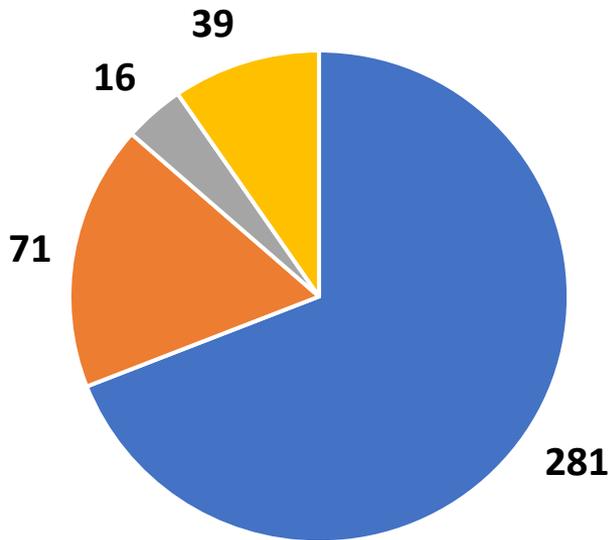
	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026
Human Understanding	74.1 n = 3,593	74.9 n = 3,510	76.0 n = 3,836	77.1 n = 3,949	76.5 n = 3,380	75.1 n = 3,813	76.5 n = 4,184

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



Rounding: February

306 Rounds

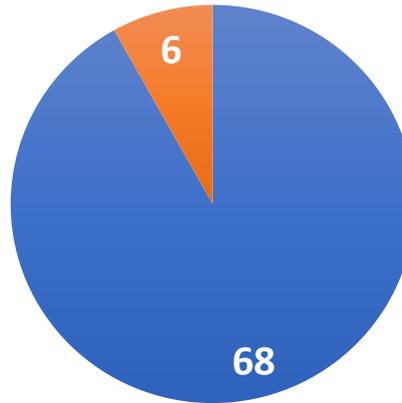


- Positive
- Complaints
- Midas
- Real Time Service Recovery

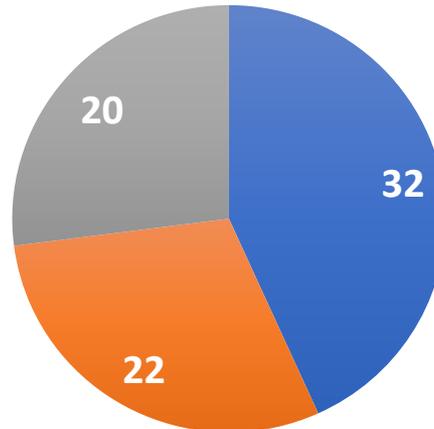


MIDAS: February

74 Opened



- Open
- Closed

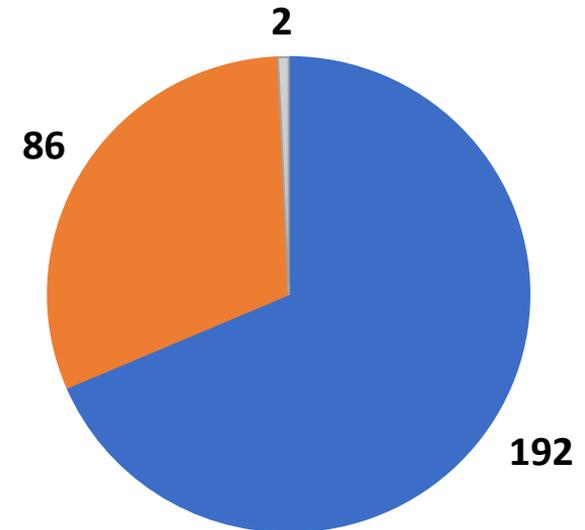


- Complaint
- Grievance
- Lost



ED Rounding: February

246 Rounds



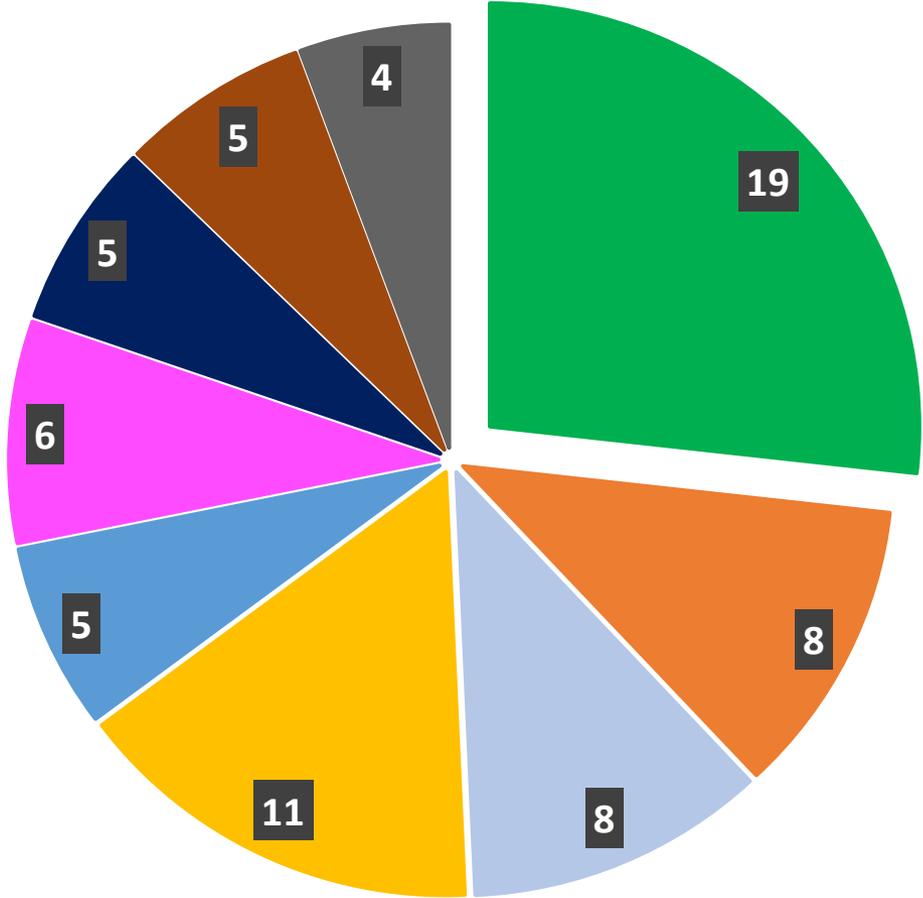
- Positive
- Complaints
- Midas



Patient Rounding Complaints Breakdown:

February

71 complaints



Communication

Delay of Care

Wait Time Without Updates

Staff Behavior

Immobility During Stay

Pain Management

Call Light Delay

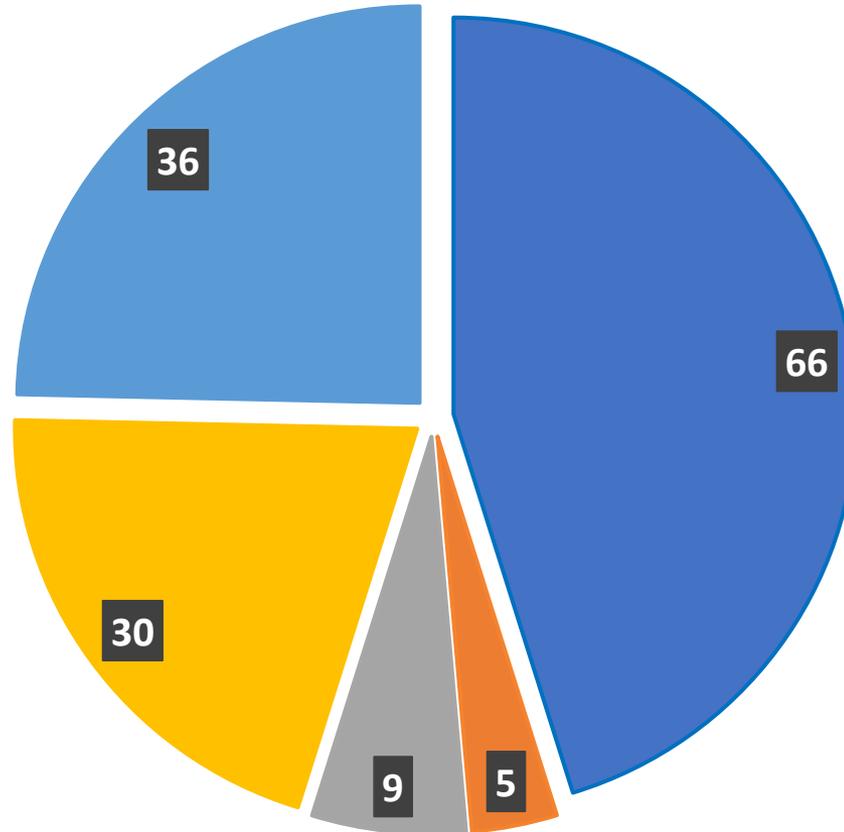
Food

Documentation

ED Patient Rounding Complaints Breakdown:

February

86 Complaints



■ Admit to Hospital (Room Wait)

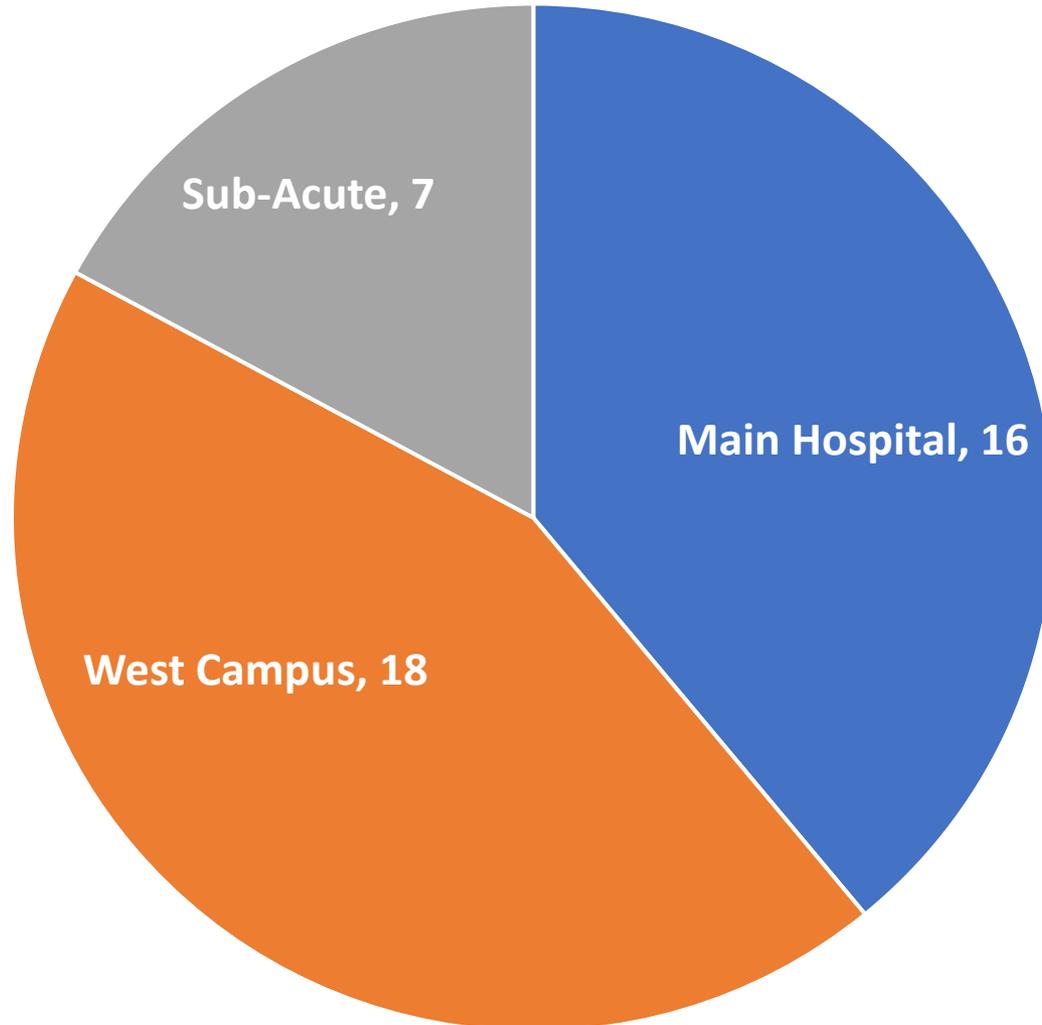
■ Communication

■ Staff Behavior

■ Wait Times (Imaging)

■ Quality of Care

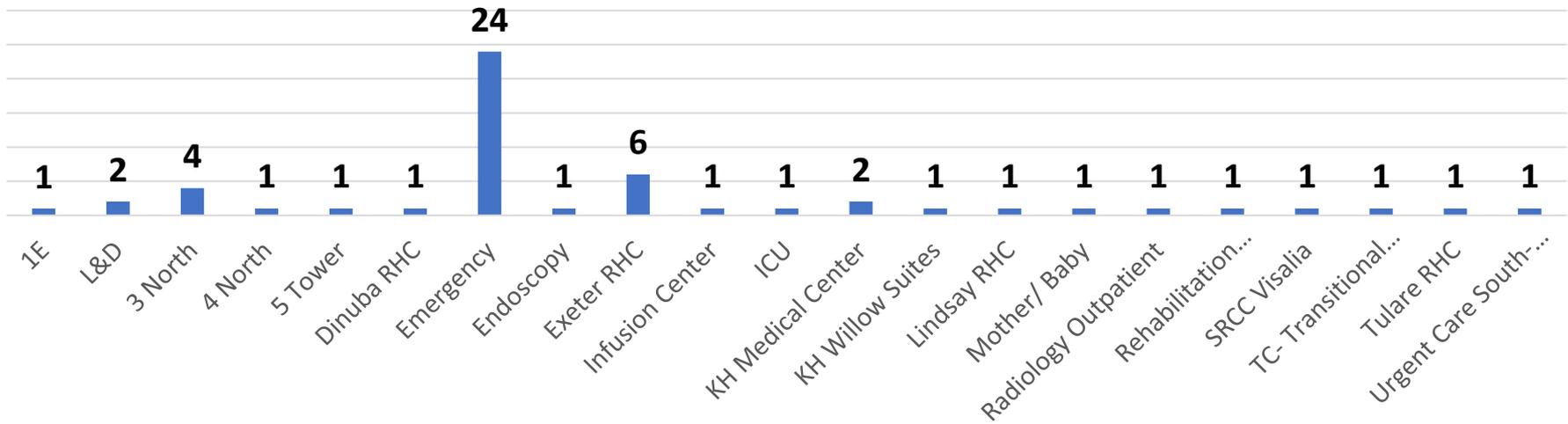
Leader Rounds: February



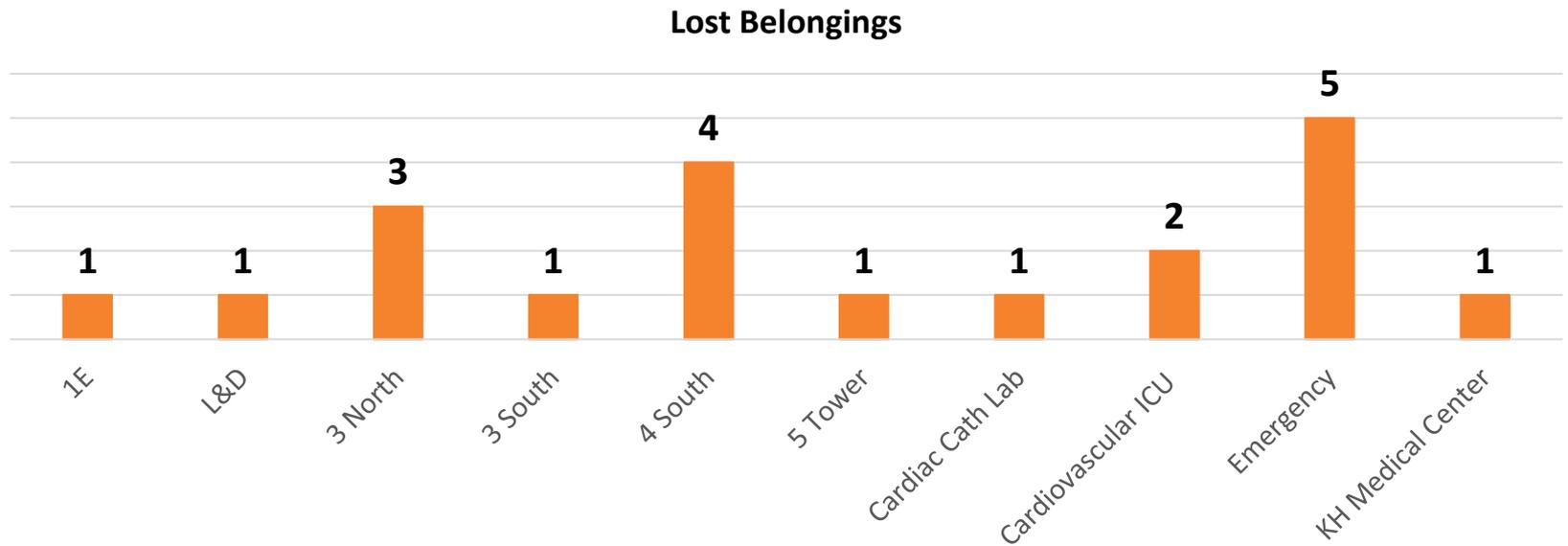
MIDAS: February

74 Opened

Complaints & Grievances



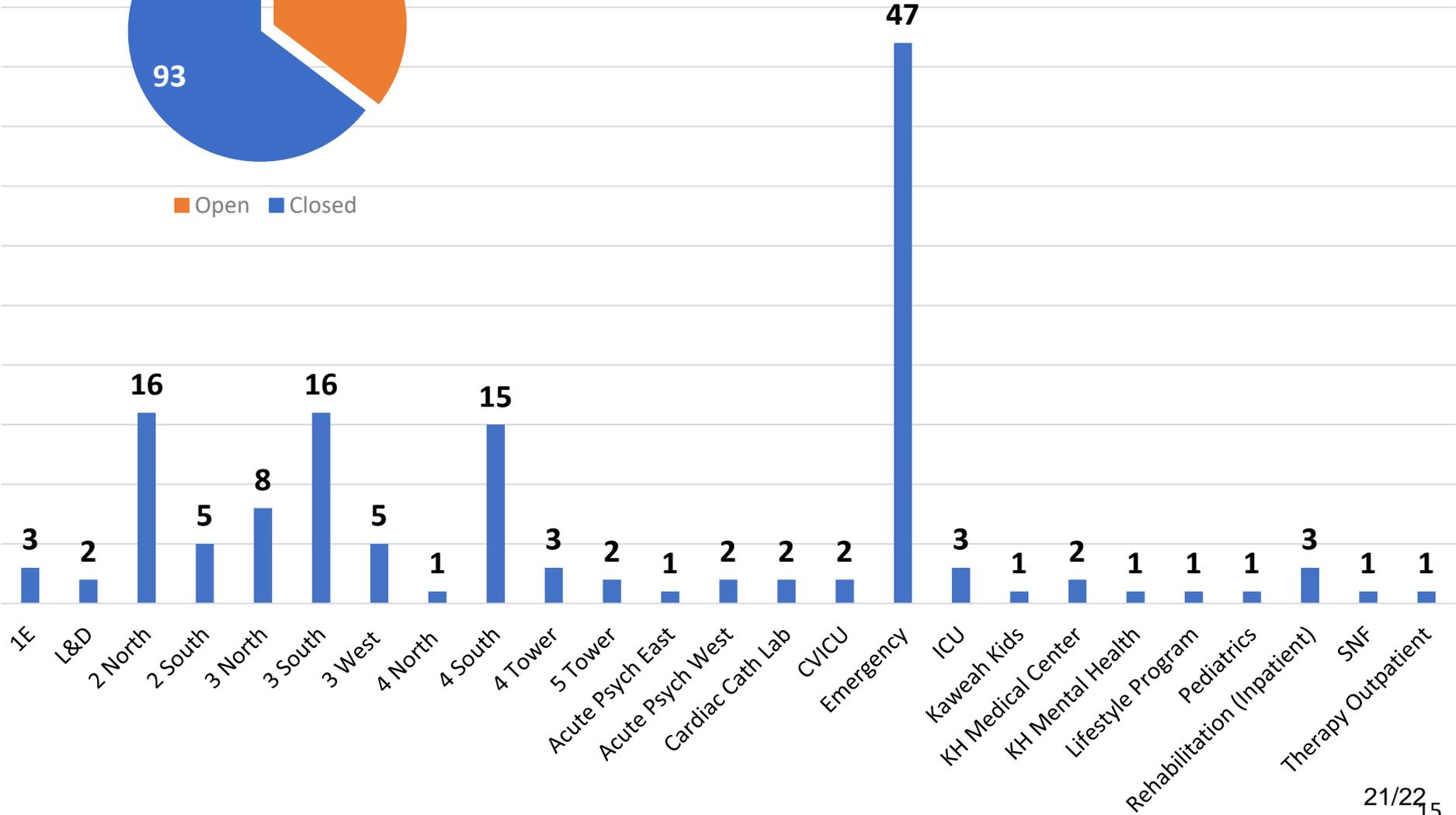
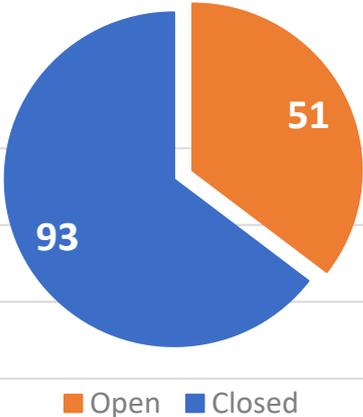
Lost Belongings: February



Lost Belongings

FY to Date: 144

7/1/25 - 2/28/26



ROUNDING

February Executive Team Rounds = 4 executive rounds, 1 BOD round

Executive	November	December	January	February
CEO/Marc Mertz.	11/4, 11/20	12/3, 12/23	1/12	
Jag B.	11/12	12/10	1/13	
Malinda T.	11/17	12/22	1/6	
Dianne C.	11/11	12/15	1/8	2/4
Scott B.	11/24		1/27	2/12
Ben C.	11/24	12/18	1/22	
Paul S.		12/2	1/28	2/18
Doug L.			1/19	2/11
Board of Directors				2/9 (MO)