

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 May 13, 2026 {Committee Meeting}

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)

OPEN SESSION – 2:00 PM

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

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3. MINUTES

[Review of minutes from March 2026.](#)

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

2.1. [Patient Experience April Dashboard](#)

2.2. [HCAHPS Trend](#)

2.3. [Inpatient Units Goal](#)

2.4. [Rural Health Clinics Goal](#)

2.5. [Specialty Clinics Goal](#)

2.6. [Patient Rounding](#)

2.7. [Patient Experience MIDAS](#)

2.8. [Lost Belongings](#)

2.9. [Executive Rounding](#)

2.10. [April 2026 PX Topic](#)

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.