

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, May 13, 2026:

- 2:00 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

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

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

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}

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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.

Kaweah Delta Health Care District Board of Directors Committee Meeting

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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

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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, March 11, 2026

Kaweah Health Medical Center – Executive Office Conference Room

Present: Director: Mike Olmos (Chair) & 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 3:47 PM by Chair Mike Olmos.

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

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

PATIENT EXPERIENCE –

2.1 Teresa Bobadilla reviewed the February Patient Experience Dashboard. (see Attachment 2.1. of the agenda)

2.2 Teresa presented trends from July 2025 through January 2026 across inpatient, emergency department, and med practice areas. (see Attachment 2.2. of the agenda)

2.3 Deborah Volosin presented a graph comparing inpatient unit goals to current scores for the period of July 2025 through January 2026. (see Attachment 2.3. of the agenda)

2.4 – 2.6. Sintayehu and Marlo reviewed data related to patient experience, including MIDAS, rounding, and lost belongings for the month of February. Discussion ensued regarding rounding expectations. (see Attachment 2.4. – 2.6. of the agenda)

2.7. Discussion of this agenda item deferred.

Adjourned at 4:52 PM

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Vice President

Patient & Community Experience

PX Board Committee
May 2026



kaweahhealth.org





Patient Experience Matters



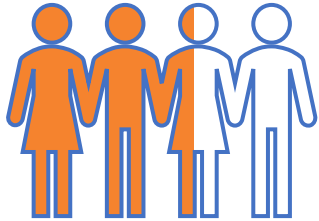
Opportunities and insights to increase patient satisfaction.

Kaweah Health April 2026

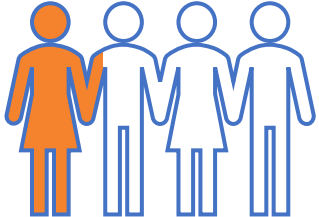
Fiscal Year Data

July 2025 – March 2026

Survey Scores



HCAHPS: 73.0
60th Percentile

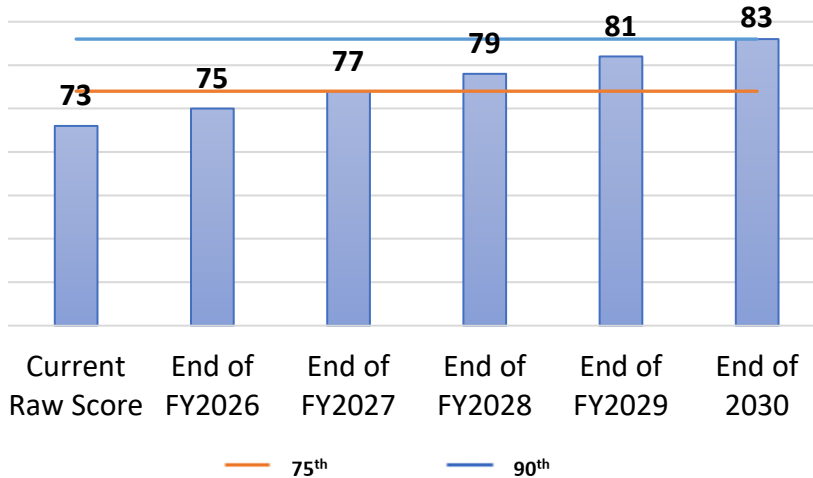


Inpatient NPS: 60.9
31st Percentile

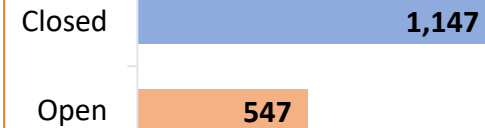


Rural Health Clinics NPS: 78.7
12th Percentile

5 Year HCAHPS Goal



Service Alerts



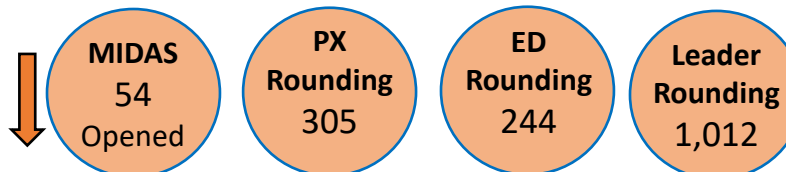
Human Understanding – 75.6
12th Percentile

PRIORITY

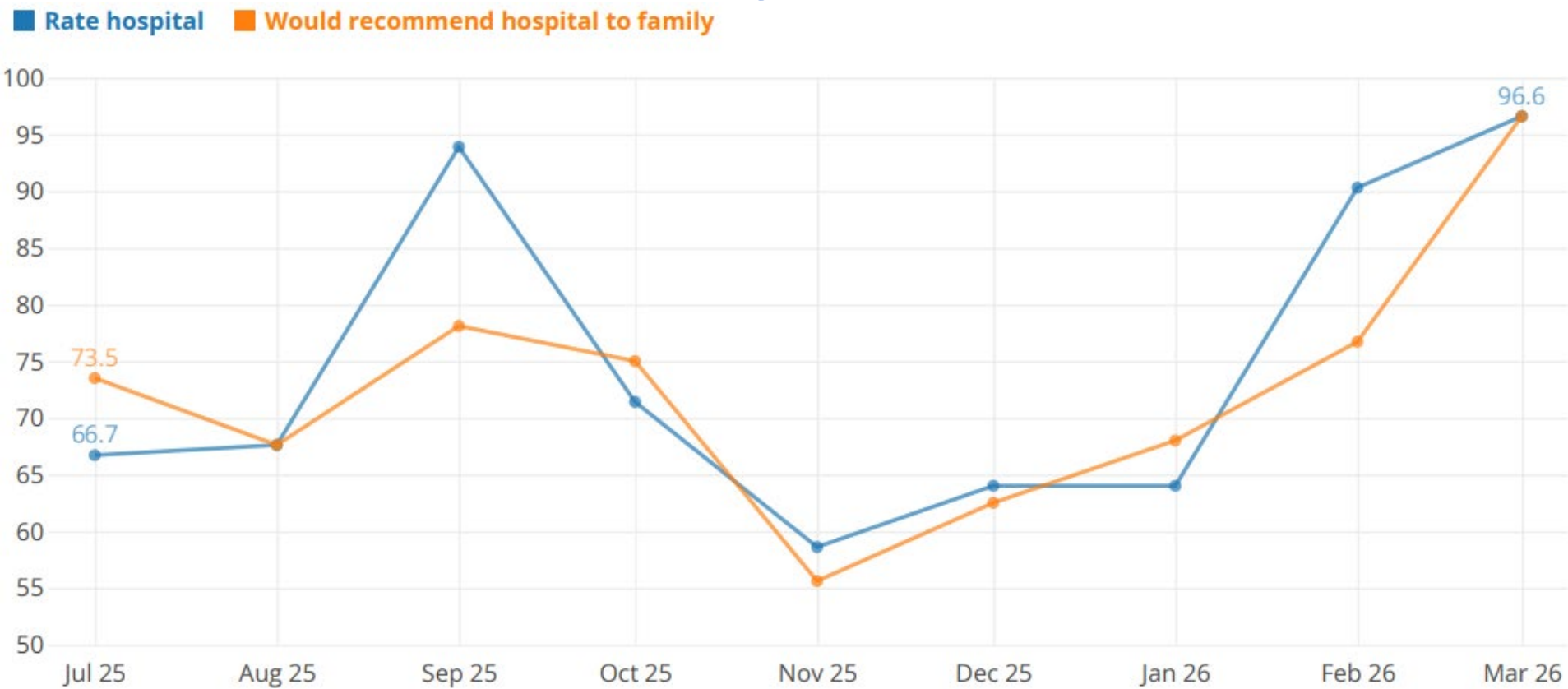
- Trusting providers with care
- Spending enough time with patient
- Safety
- Providers explaining things understandably
- Providing consistent information



April 2026



HCAHPS Trend July 2025 – March 2026

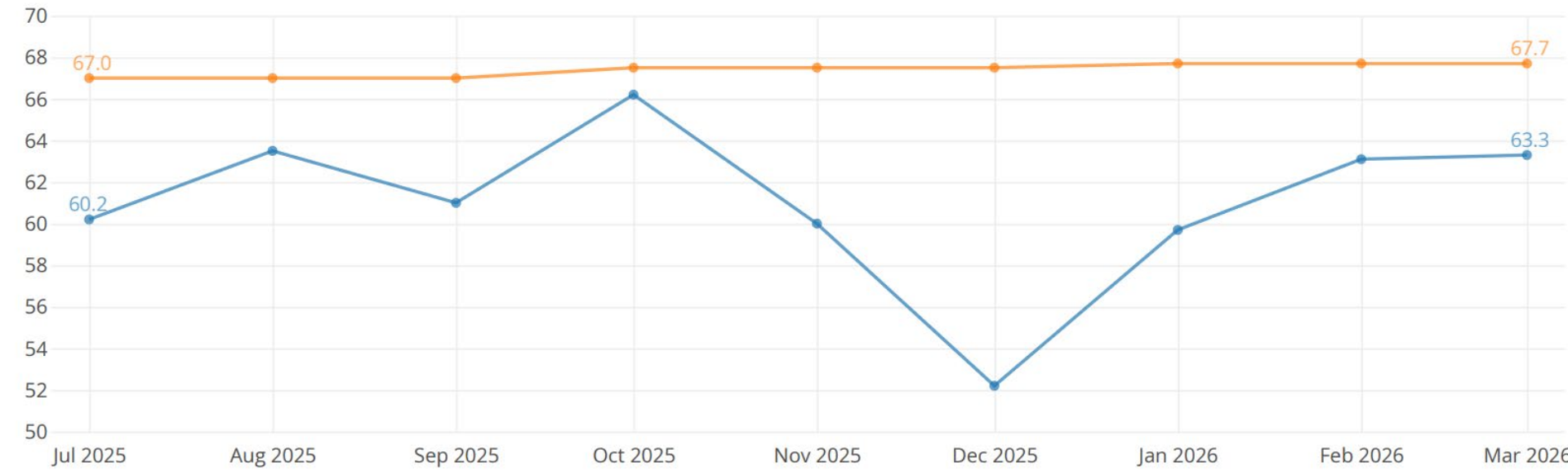


Question	Benchmark	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26
Rate hospital	71.7	66.7 n = 33	67.6 n = 34	93.9 n = 33	71.4 n = 28	58.6 n = 29	64.0 n = 25	64.0 n = 25	90.3 n = 31	96.6 n = 29
Would recommend hospital to family	73.2	73.5 n = 34	67.6 n = 34	78.1 n = 32	75.0 n = 28	55.6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

Inpatient

■ NPS: Facility would recommend ■ Benchmark

NPS: Facility would recommend

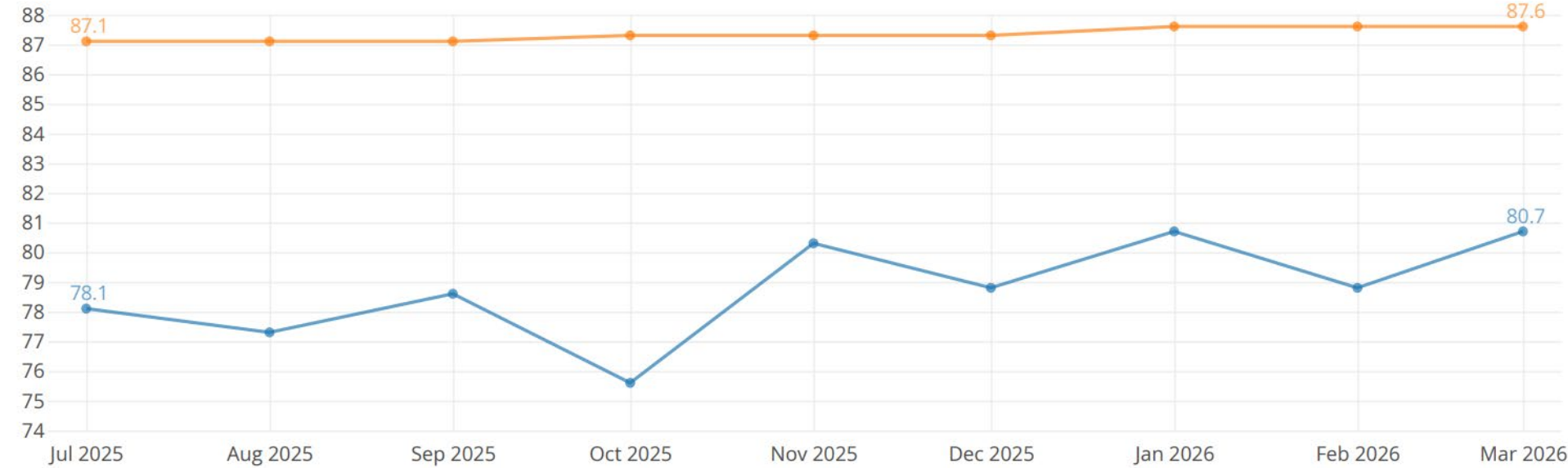


Month	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026
Score	60.2	63.5	61.0	66.2	60.0	52.2	59.7	63.1	63.3
n	n = 259	n = 211	n = 187	n = 198	n = 220	n = 230	n = 233	n = 198	n = 221

Rural Health Clinics

■ Provider would recommend ■ Benchmark

Provider would recommend

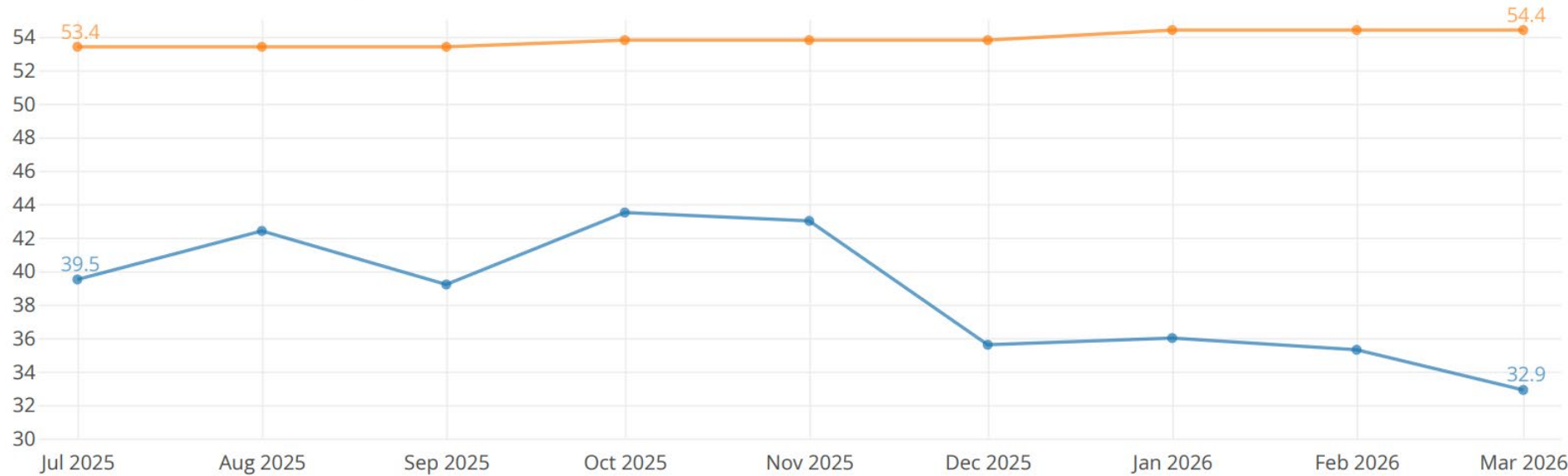


Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026
78.1	77.3	78.6	75.6	80.3	78.8	80.7	78.8	80.7
n = 770	n = 688	n = 695	n = 620	n = 529	n = 556	n = 673	n = 609	n = 596

Emergency Department

■ NPS: Facility would recommend ■ Benchmark

NPS: Facility would recommend

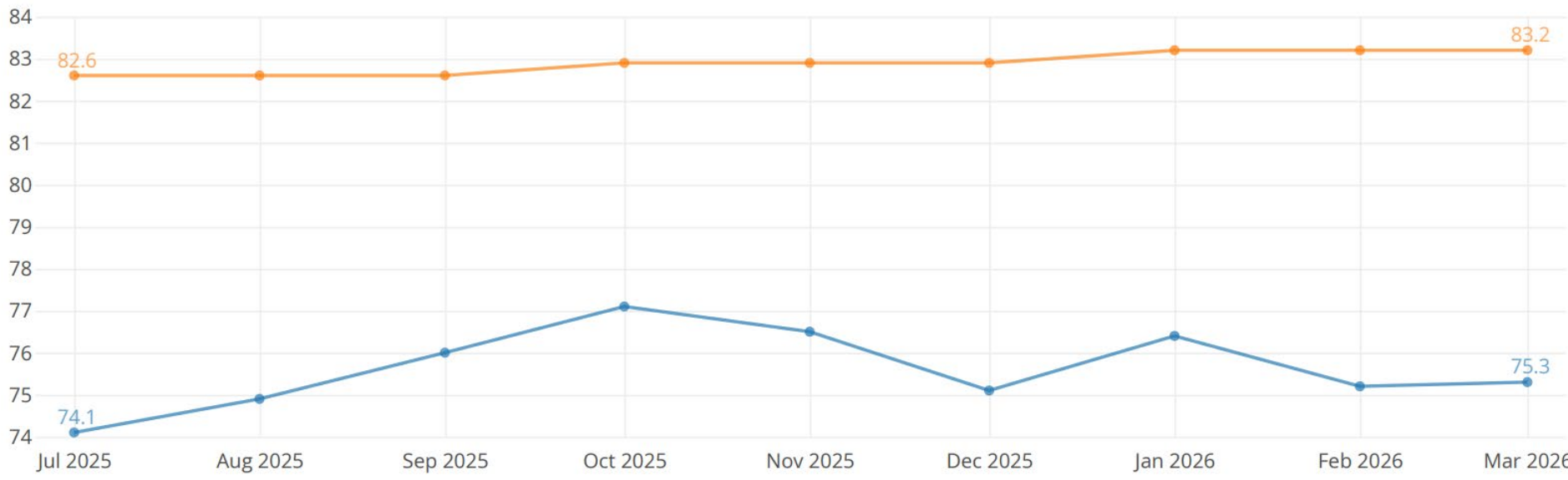


	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026
uld	39.5	42.4	39.2	43.5	43.0	35.6	36.0	35.3	32.9
	n = 845	n = 821	n = 793	n = 710	n = 698	n = 758	n = 801	n = 750	n = 832

Human Understanding: Organization

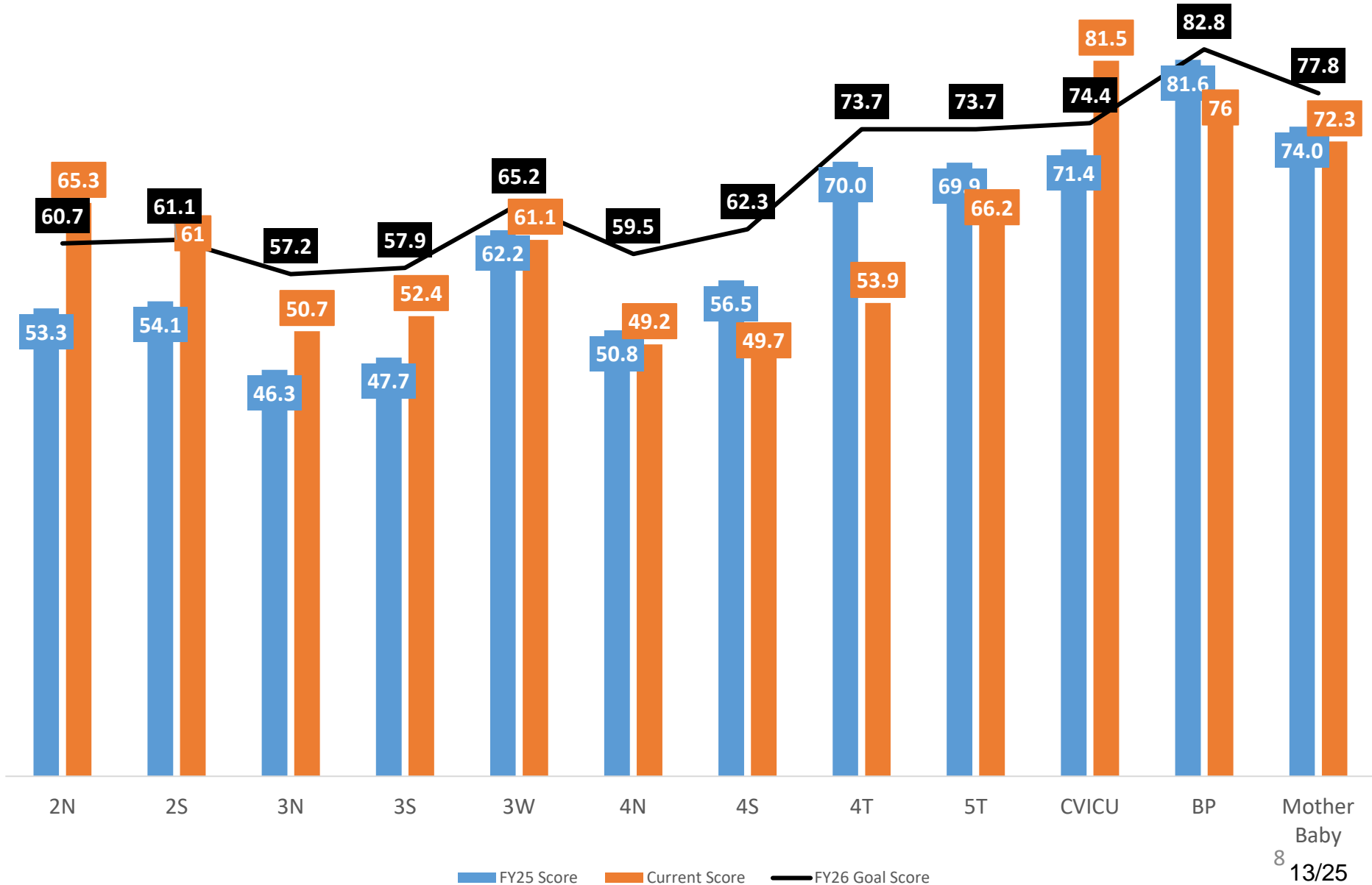
■ Human Understanding ■ Benchmark

Human Understanding

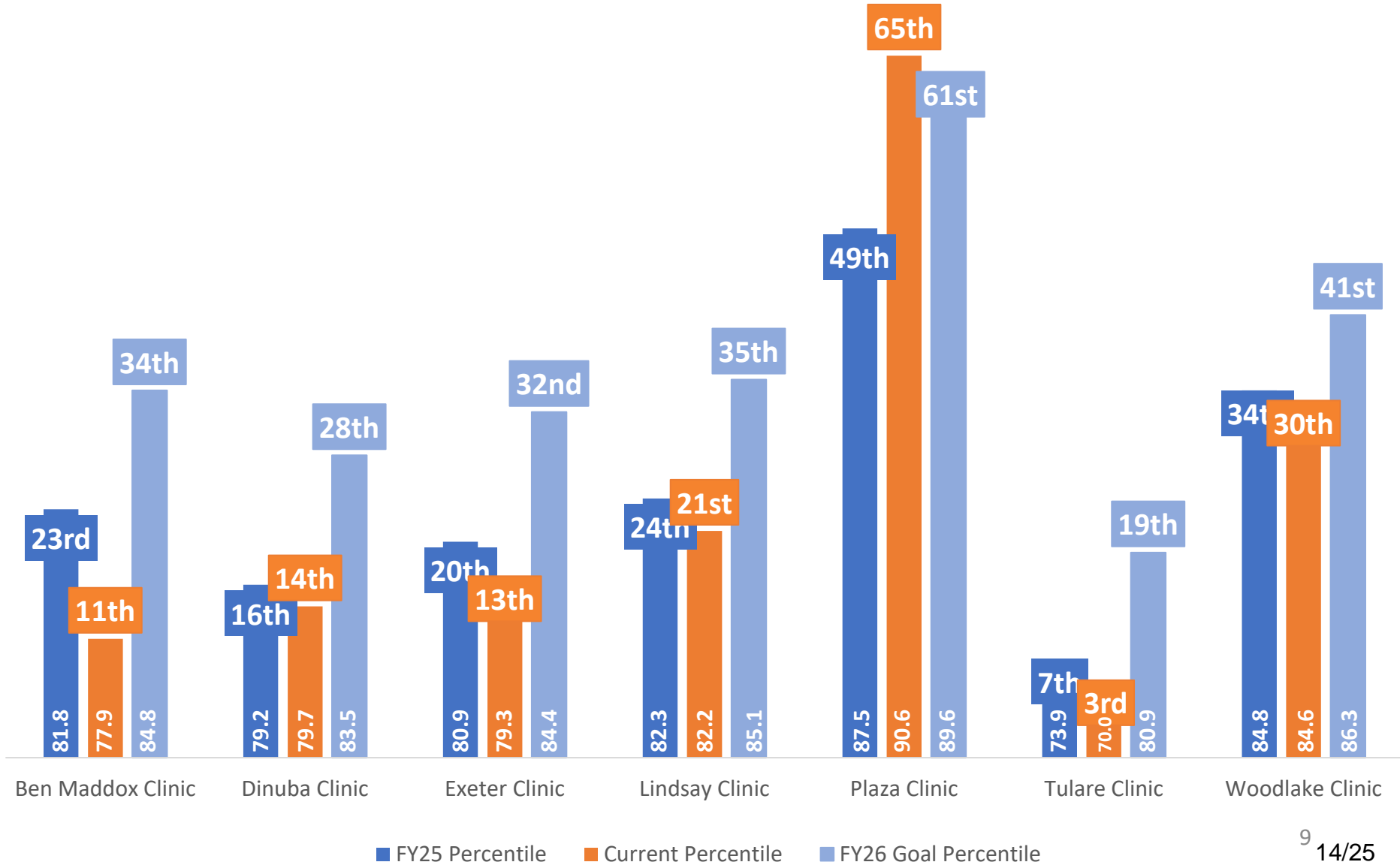


	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026
Understanding	74.1 n = 3,593	74.9 n = 3,510	76.0 n = 3,836	77.1 n = 3,949	76.5 n = 3,380	75.1 n = 3,813	76.4 n = 4,188	75.2 n = 3,854	75.3 n = 4,205

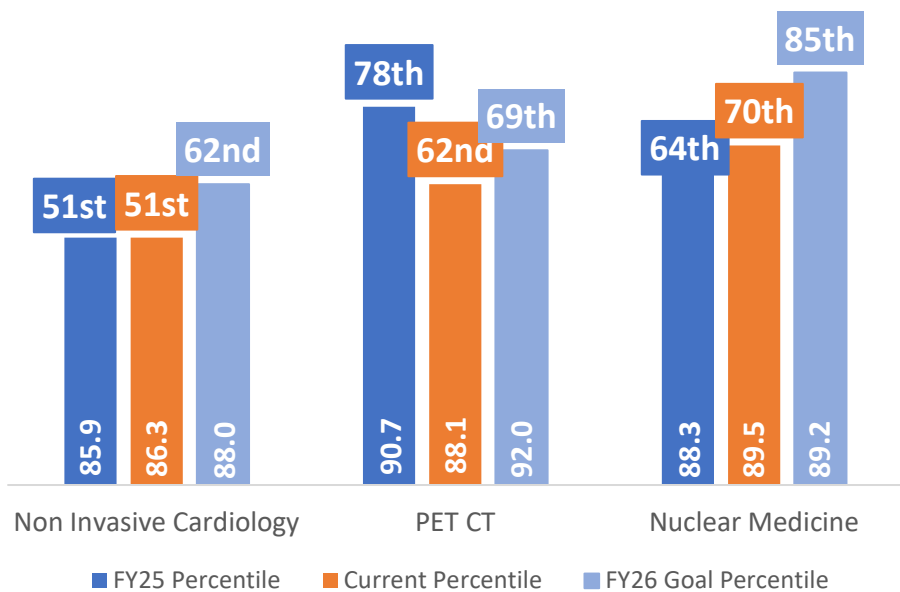
Inpatient Unit's Goal vs Current Score: July 2025 – March 2026



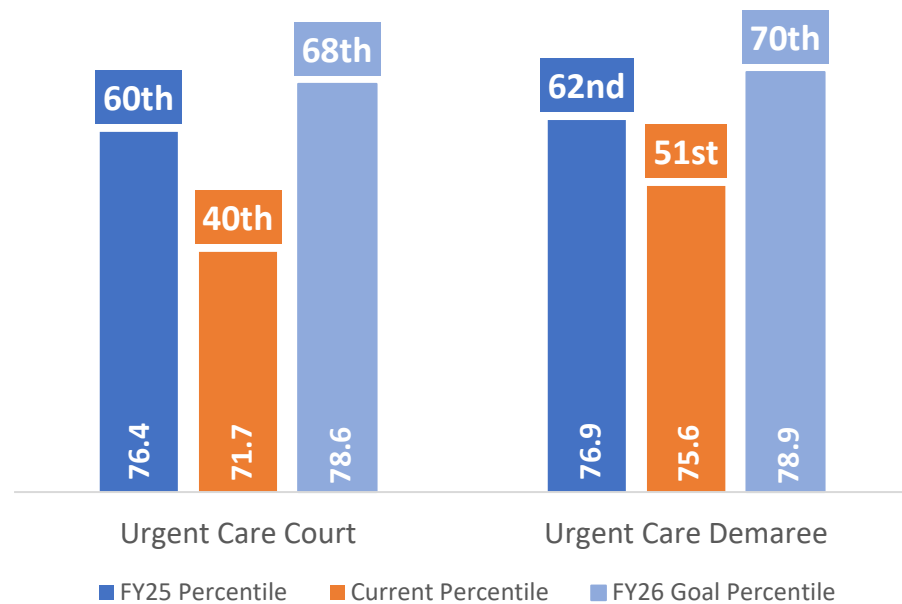
RHC Goal vs Current Score: July 2025 – March 2026



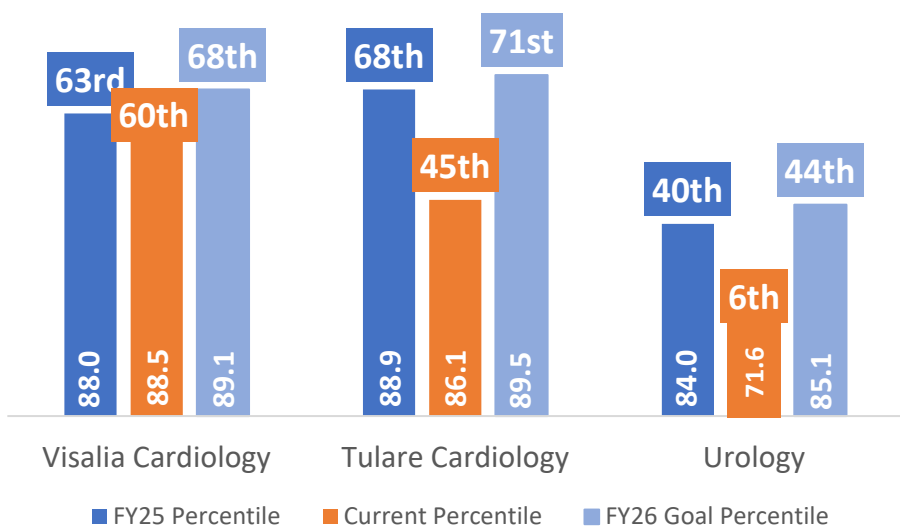
Diagnostic Center



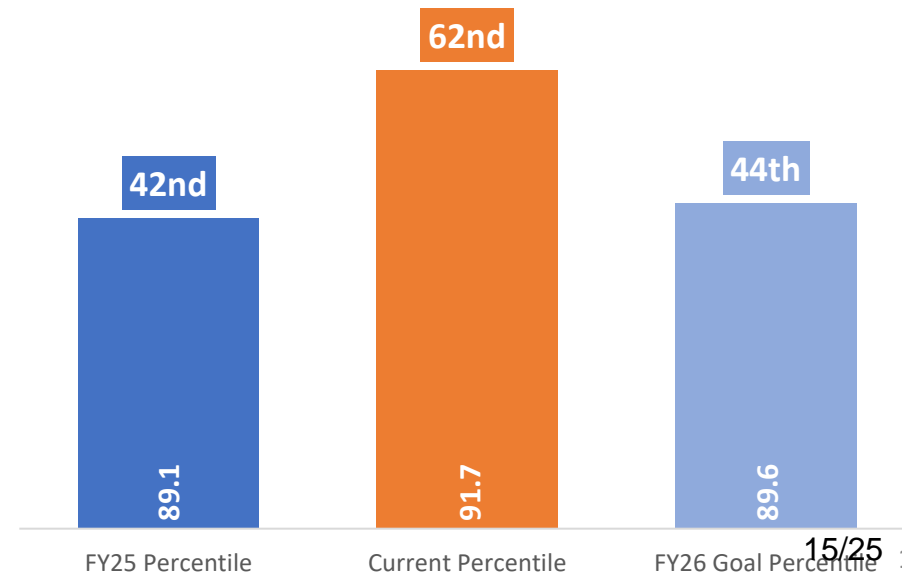
Urgent Care



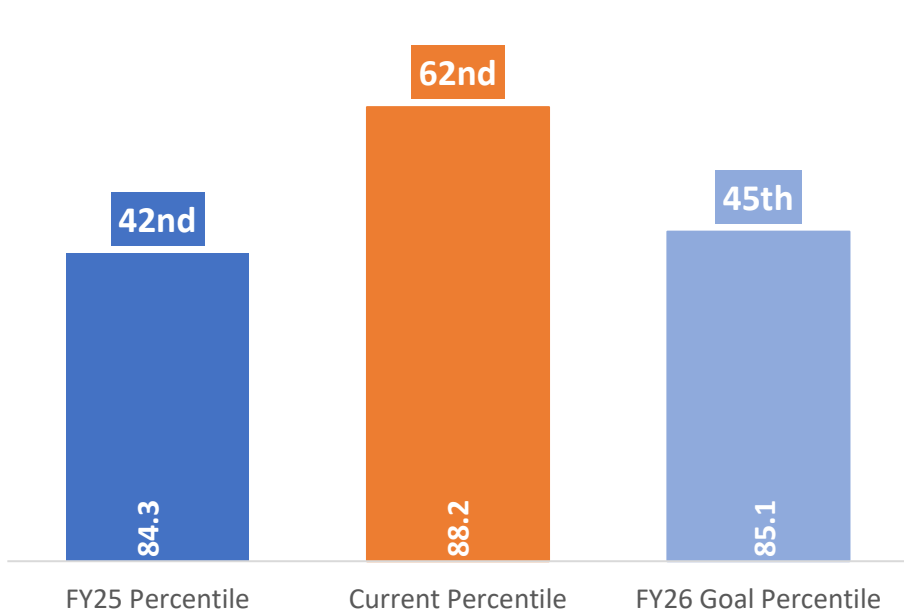
Specialty Clinics



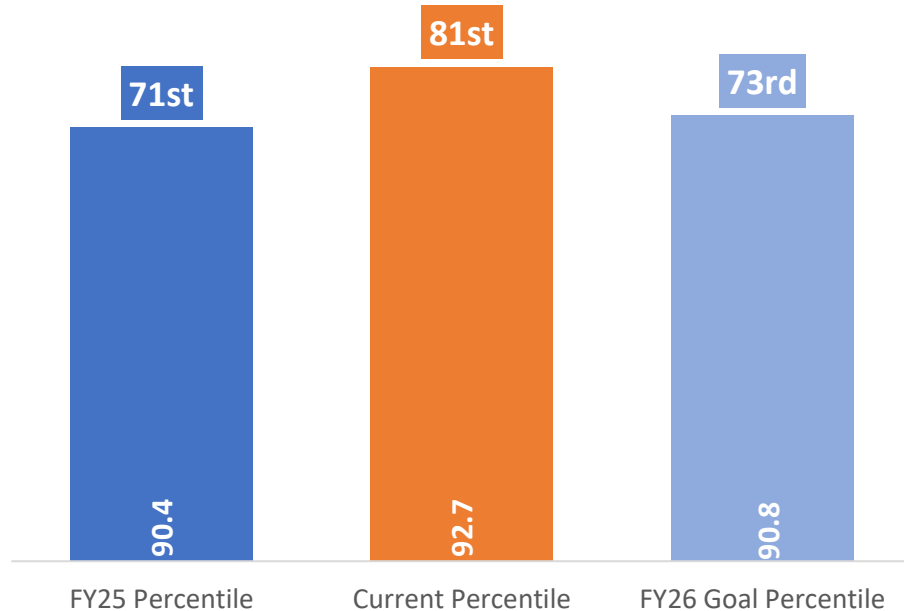
Radiation Oncology



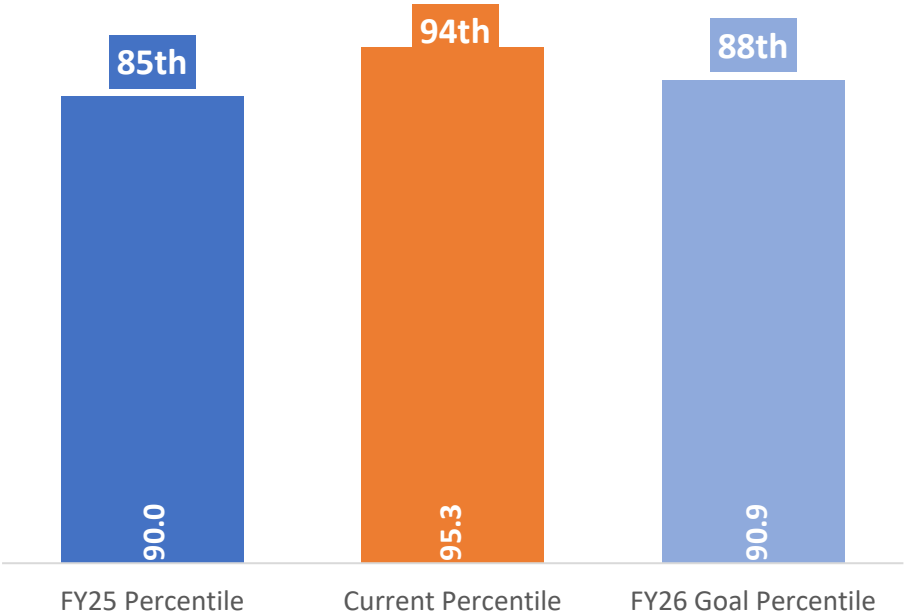
Imaging Center



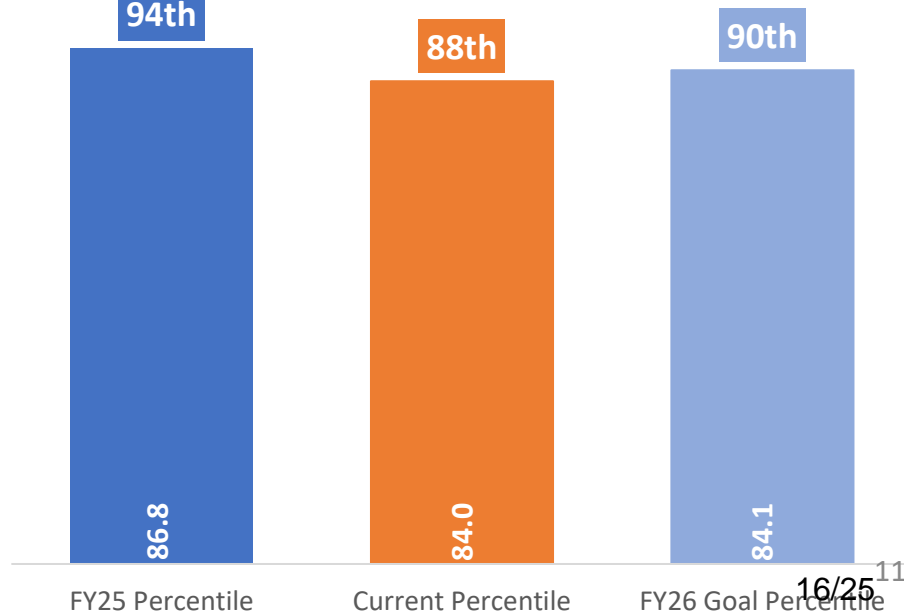
Outpatient Infusion



Center for Mental Wellness

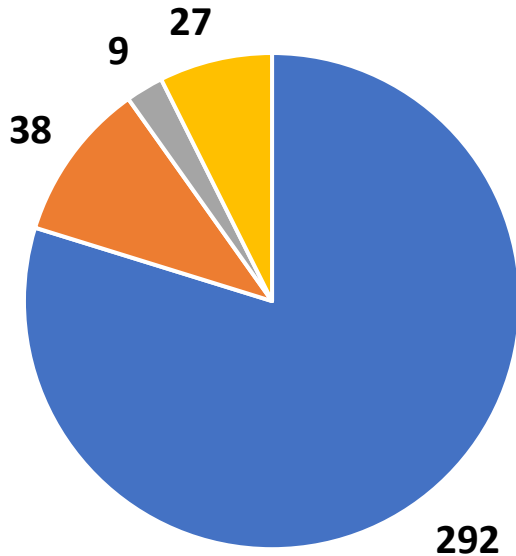


Inpatient Rehab



PX Rounding: April

305 Rounds

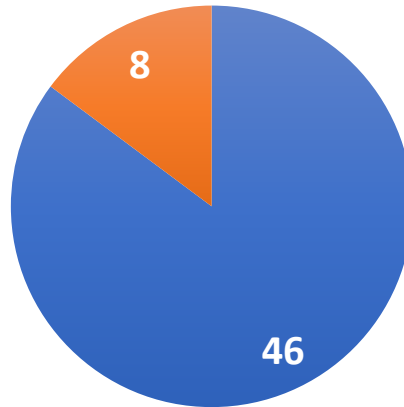


- Positive
- Complaints
- Midas
- Real Time Service Recovery

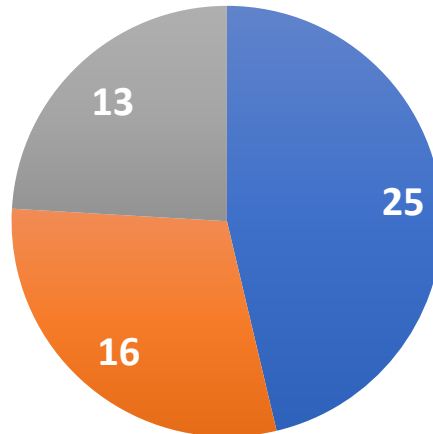


MIDAS: April

54 Opened



- Open
- Closed

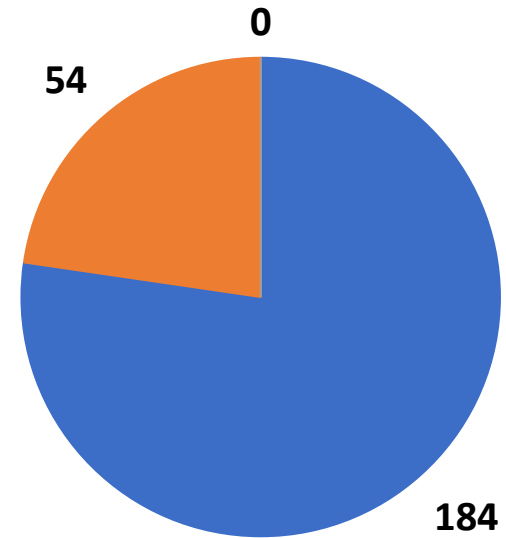


- Complaint
- Grievance
- Lost



PX - ED Rounding: April

244 Rounds

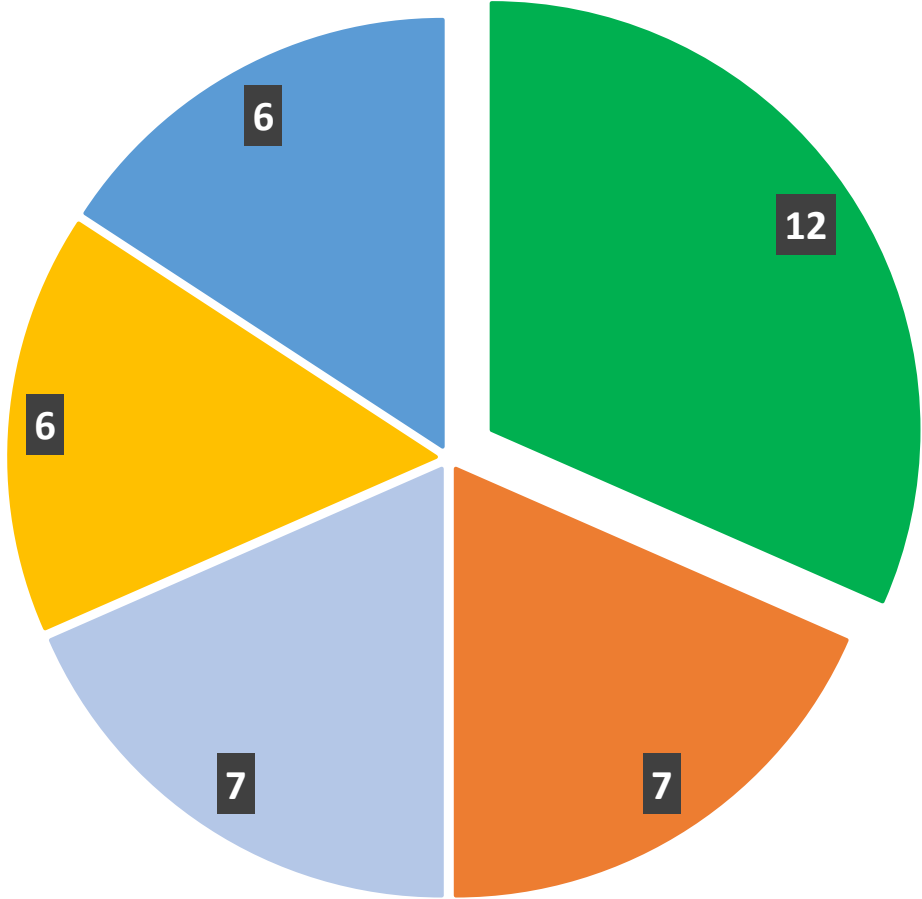


- Positive
- Complaints
- Midas



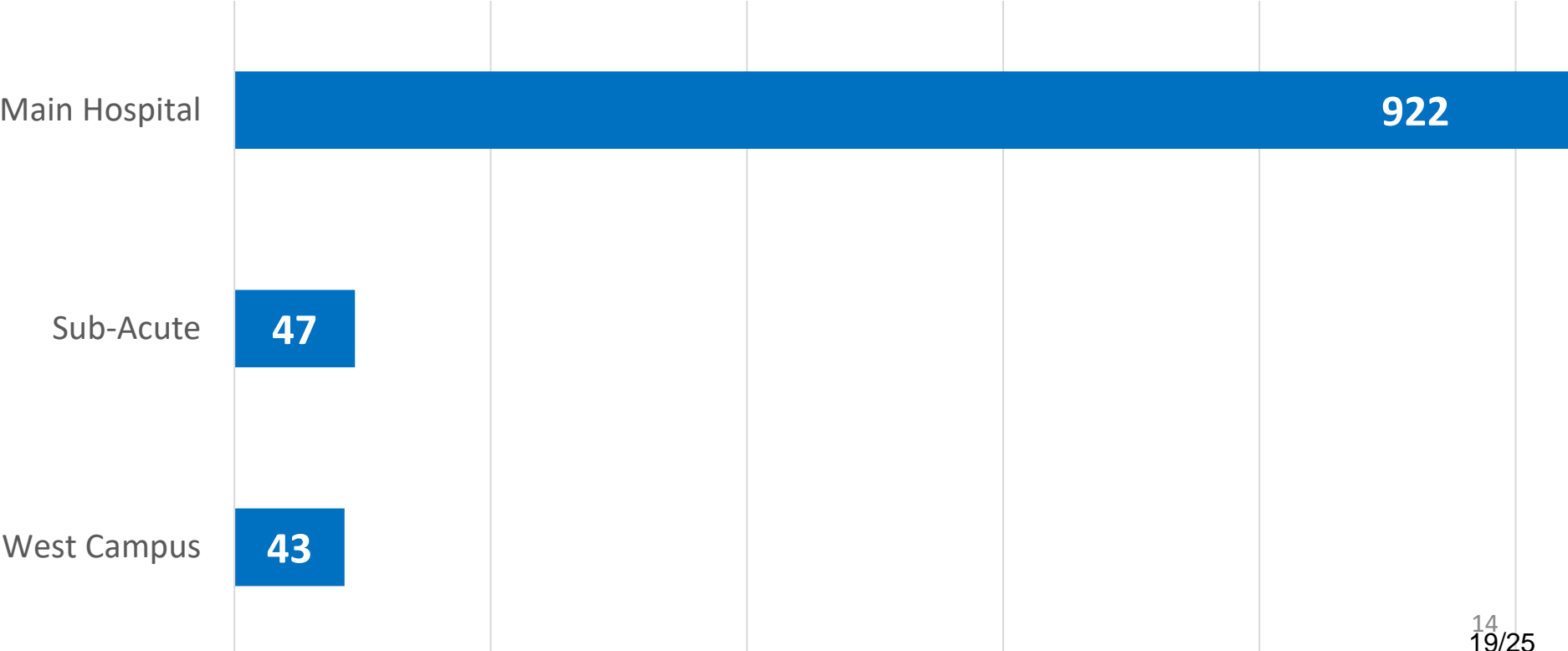
PX Patient Rounding Complaints Breakdown: April

38 complaints



■ Communication ■ Quality of Care ■ Staff Behavior ■ Delay of Care ■ Provider Issues

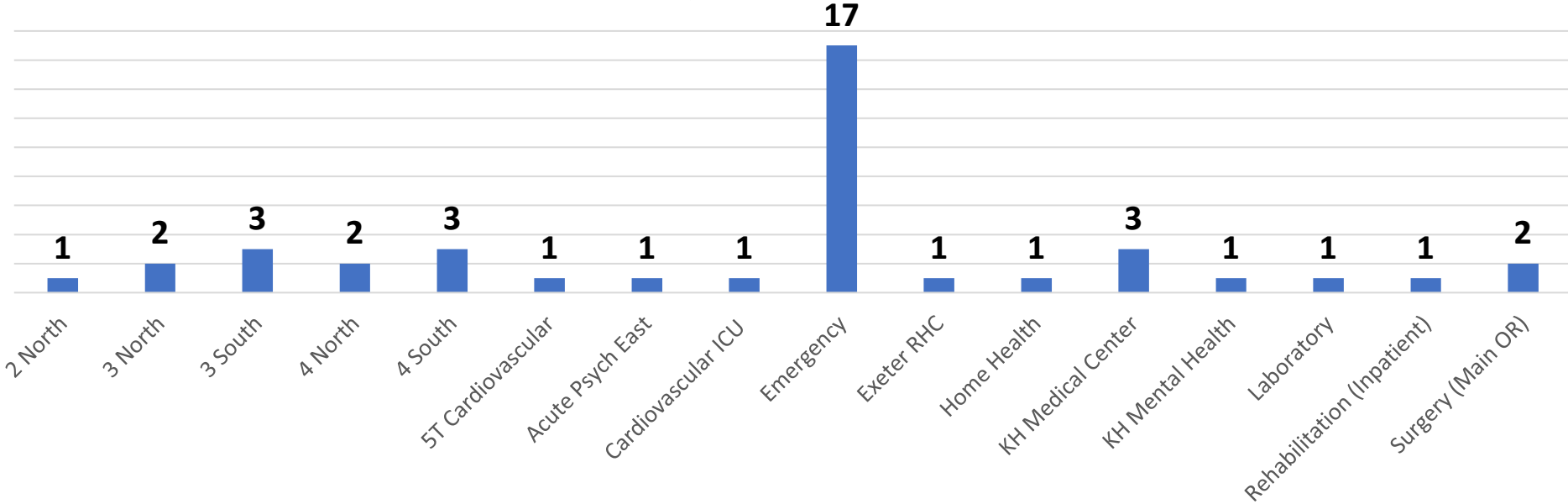
Leader Rounds: April



MIDAS: April

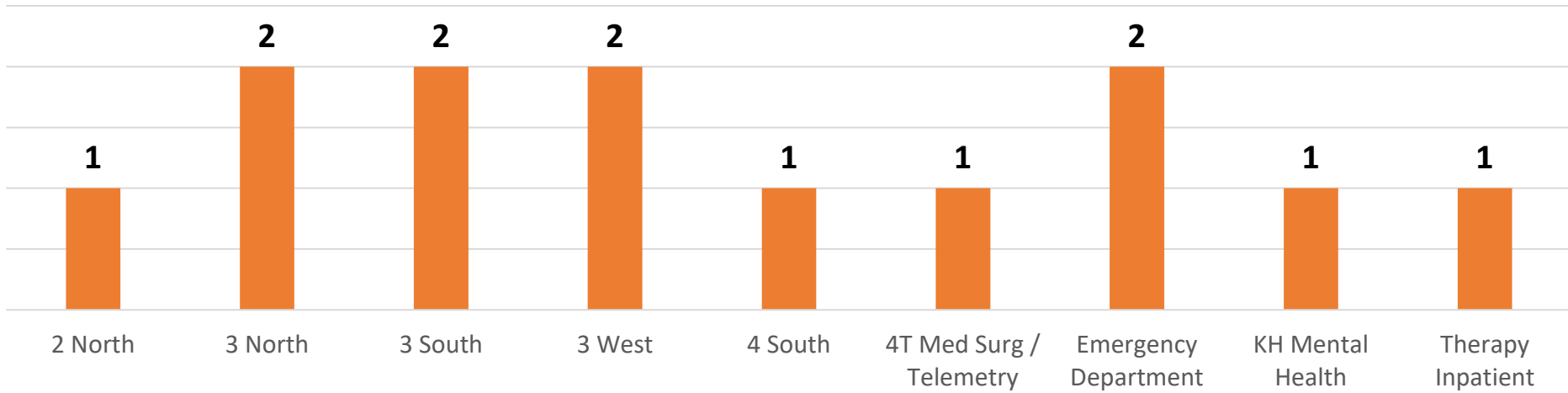
54 Opened

Complaints & Grievances



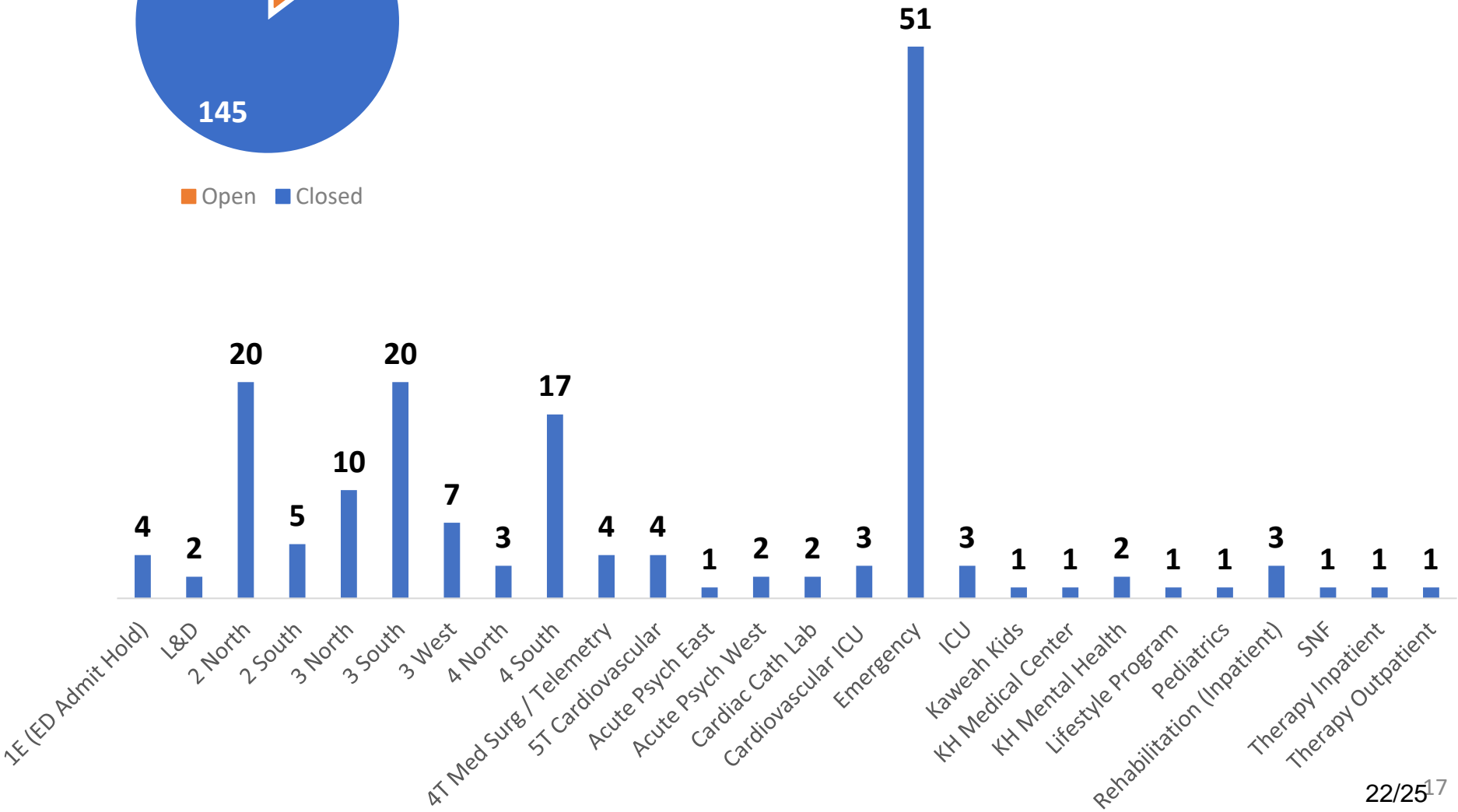
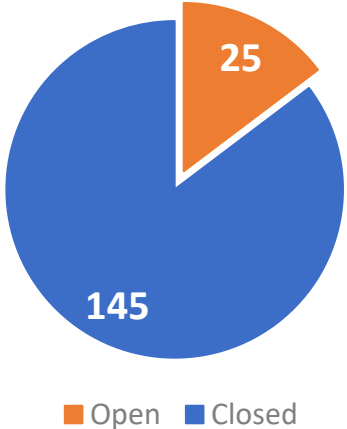
Lost Belongings: April

Lost Belongings



Lost Belongings

FY to Date: 170



Priorities

March Data

Question Friendly Text	Positive Score	Respondent n-size	Correlation Coefficient
Spent enough time with patient	36.6	962	0.69
Trust providers w/ care	54.6	1,900	0.69
Safety was priority	49.9	859	0.68
Care providers explain things	57.8	1,773	0.64
Received right treatment	57.5	844	0.64
Received consistent info	37.6	1,025	0.62
Informed of delays	30.1	848	0.58
Facility was clean	62.9	2,198	0.52
Care provider explain-if not better	64.4	1,027	0.51
Trust provider w/ care	67.6	825	0.49
Knew medical history	59.4	778	0.47
Nurses explained things understandably	57.2	299	0.44
Doctor seem to know medical	58.2	328	0.43

Executive Rounding - April

Executive Team Rounds = 9 executive rounds, 1 BOD round

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



Patient Experience Matters



Opportunities and insights to increase patient satisfaction.

This month's topic:

Be the Link: Turning Concerns Into Action

Patients often share their questions and concerns with nursing staff first. Nurses are a powerhouse in patient care, helping ensure patients feel heard, connecting them to the right team, and transitioning care moving forward.

Being the link between the patient and care team can reduce anxiety, improve communication, prevent delays and create a better patient experience.

- Listen for What Matters
 - Slow down and hear the real concern
 - Clarify what the patient is asking
 - Let them know you will help connect them

- Connect to the Right Team
 - Discharge questions → Case Management
 - Mobility concerns → Physical Therapy
 - Medical questions → Provider
 - Delays in testing → Appropriate department follow-up

- Close the Loop
 - Update the patient after reaching out
 - Even small updates build trust
 - Avoid leaving patients wondering what happened

- Be Proactive
 - If you notice confusion or frustration, act early
 - One call or message can change the patient's whole day