Kaweah Health
MORE THAN MEDICINE. LIFE.

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 November 11, 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

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; Jewel Calub, 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
David Francis • Zone 4 President
Armando Murrieta • Zone 5 Vice President

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3. MINUTES
Review of minutes from September 2026.

4. Committee Charter Review – *Armando Murrieta, Chair*

5. PATIENT EXPERIENCE – *Deborah Volosin, Director of Patient and Community Experience*
- **5.1.** Patient Experience Dashboard
- **5.2.** NPS by Service Line
- **5.3.** HCAHPS Trend
- **5.4.** Inpatient Units Scores
- **5.5.** Outpateint Clinics Scores
- **5.6.** Specialty Clinics Scores
- **5.7.** Patient Rounding
- **5.8.** Patient Experience MIDAS
- **5.9.** Lost Belongings
- **5.10.** Service Alerts
- **5.11.** Feedback Data

ADJOURN – Armando Murrieta, 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.

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