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

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, November 11, 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

Mike Olmos • Zone 1	Jonna Schengel • Zone 2	Dean Levitan, MD • Zone 3	David Francis • Zone 4	Armando Murrieta • Zone 5
Board Member	Board Member	Secretary/Treasurer	President	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
Secretary/Treasurer

David Francis • Zone 4
President

Armando Murrieta • Zone 5
Vice President

Kaweah Health
MORE THAN MEDICINE. LIFE.

Kaweah Delta Health Care District
Board of Directors Committee Meeting

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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}

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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; 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

Kaweah Delta Health Care District
Board of Directors Committee Meeting

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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

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Armando Murrieta • Zone 5 Vice President

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, September 9, 2026
Kaweah Health Medical Center – Executive Office Conference Room

Present: Director: Armando Murrieta (Chair), Mike Olmos; Marc Mertz, Chief Executive Officer; Jewel Calub, Chief Nursing Officer; Tom Boggs, Chief Ambulatory Officer; Cameron Beatty, Director of Emergency and Trauma Services; 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 July 8, 2026 meeting were reviewed.

Annual Committee Evaluation – The committee completed the Annual Board Committee Evaluation.

PATIENT EXPERIENCE –
5.1 Teresa Bobadilla reviewed the August 2026 Patient Experience Dashboard. (see Attachment 5.1. of the agenda)
5.2 – 5.5. Discussion on agenda item deferred.
5.6. Sintayehu and Marlo reviewed data related to rounding and patient feedback. (see Attachment 5.6 of the agenda)
5.7. – 5.9. Discussion of this agenda item deferred.

Adjourned at 5:04 PM

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Patient Experience Matters

Opportunities and insights to increase patient satisfaction.

Kaweah Health

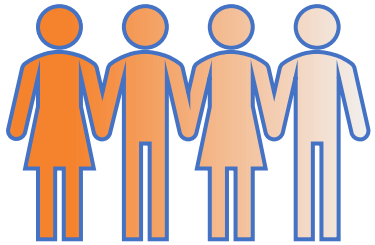
October 2026

Fiscal Year Data	NRC survey results reflect July – September 2026	Operational data (Midas, Rounding) reflect October 2026

Survey Scores



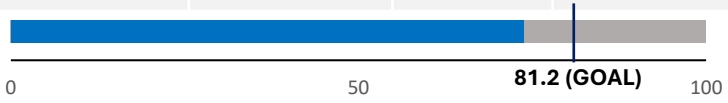
HCAHPS:
Would Recommend Hospital
76.0
66th Percentile



Overall Organization NPS:
Would Recommend Facility
73.7
17th Percentile

FY27 Organizational Goal Status

Goal Measure	Current Score (Percentile)	FY27 Goal	Status
NPS: Would Recommend	73.7 (17th Percentile)	81.2	↓ 7.5 points below goal



October 2026 Operational Data

Midas Opened	PX Inpatient Rounds	PX ED Rounds	Leader Rounds
78	200	349	2,138

Service Alerts

Closed	Open
185	339

Human Understanding

76.3
12th Percentile

Priority

Received Consistent Information

Keep patients on the same page. Communicate changes in care plans with the team and make sure patients receive clear, consistent information throughout their visit.

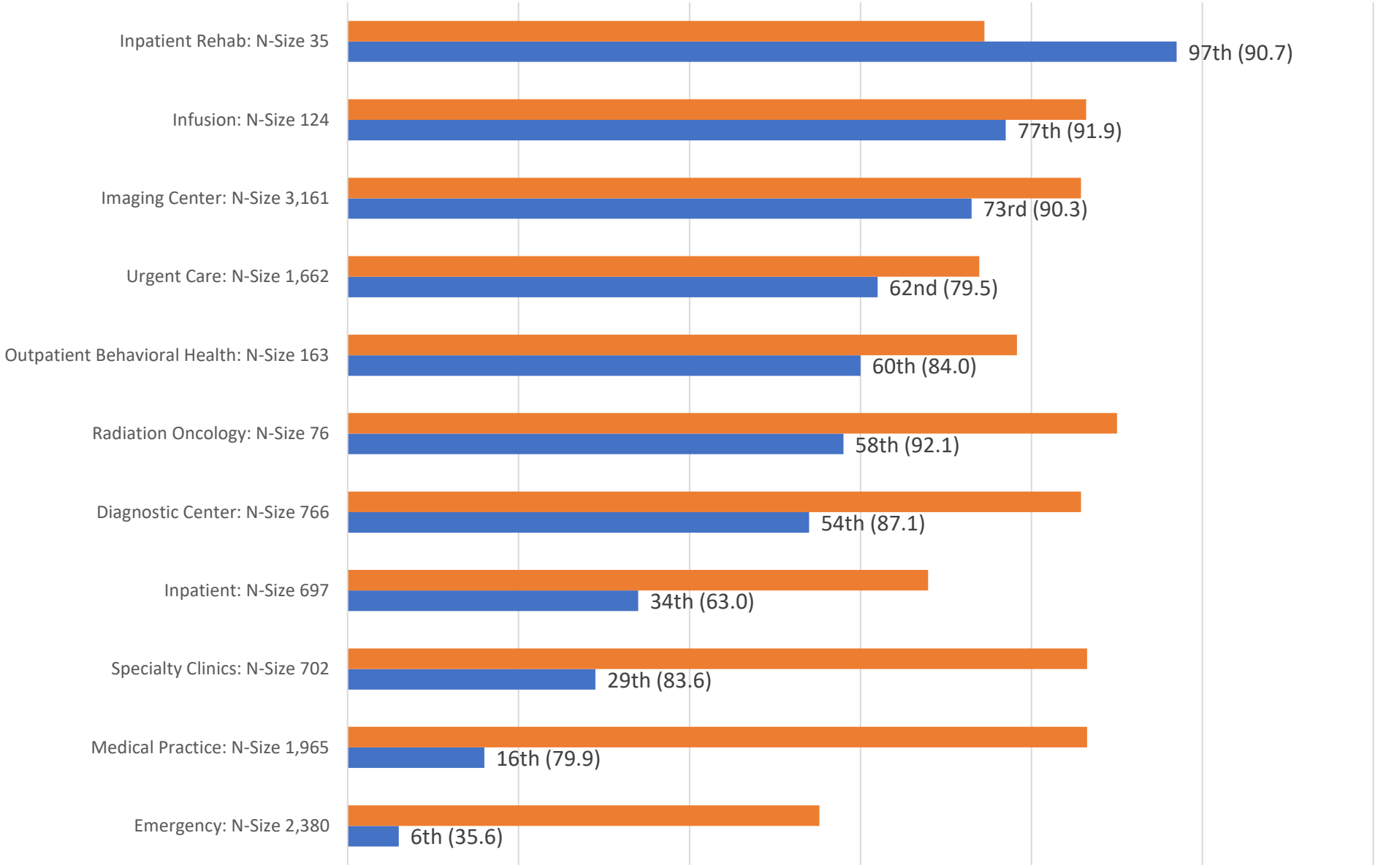
Informed of Delays

Don't leave patients wondering. Provide updates when delays occur, explain what is causing the wait when possible, and let patients know what to expect next.

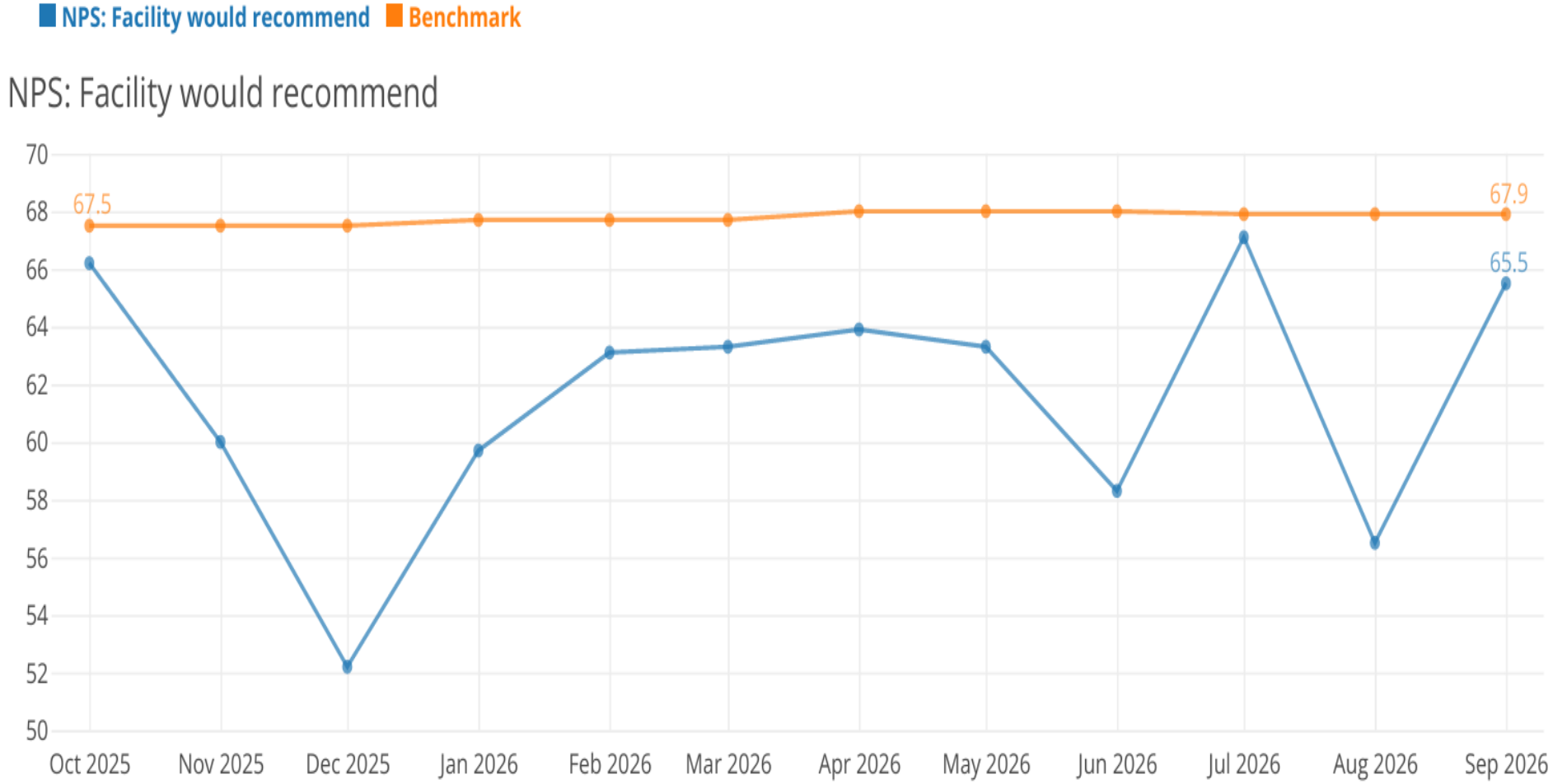
Safety Was a Priority

Show patients that safety comes first. Explain safety measures before providing care, encourage patients to speak up about concerns, and address those concerns promptly.

NPS By Service Line: July – September 2026

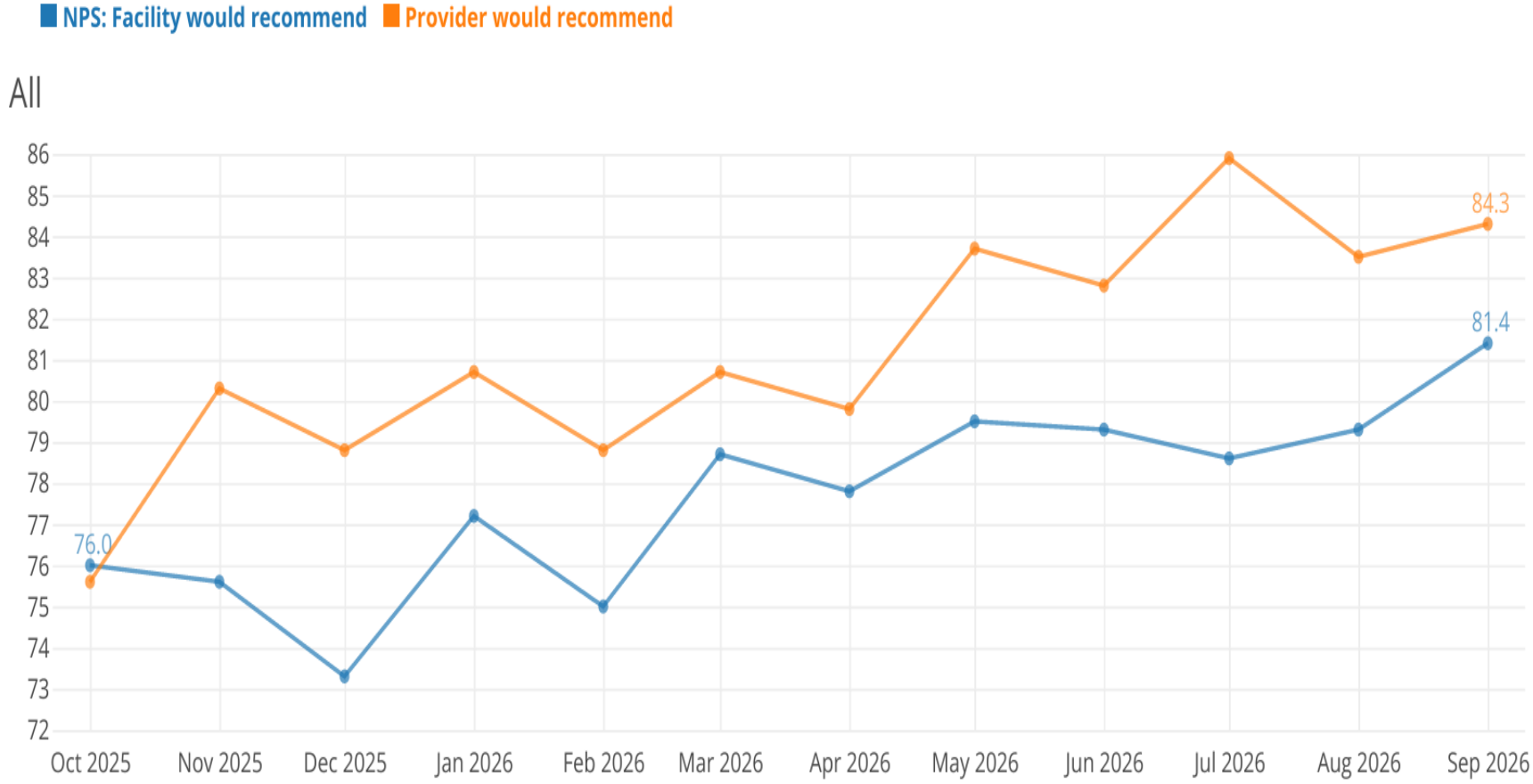


Inpatient: Last 12 Months



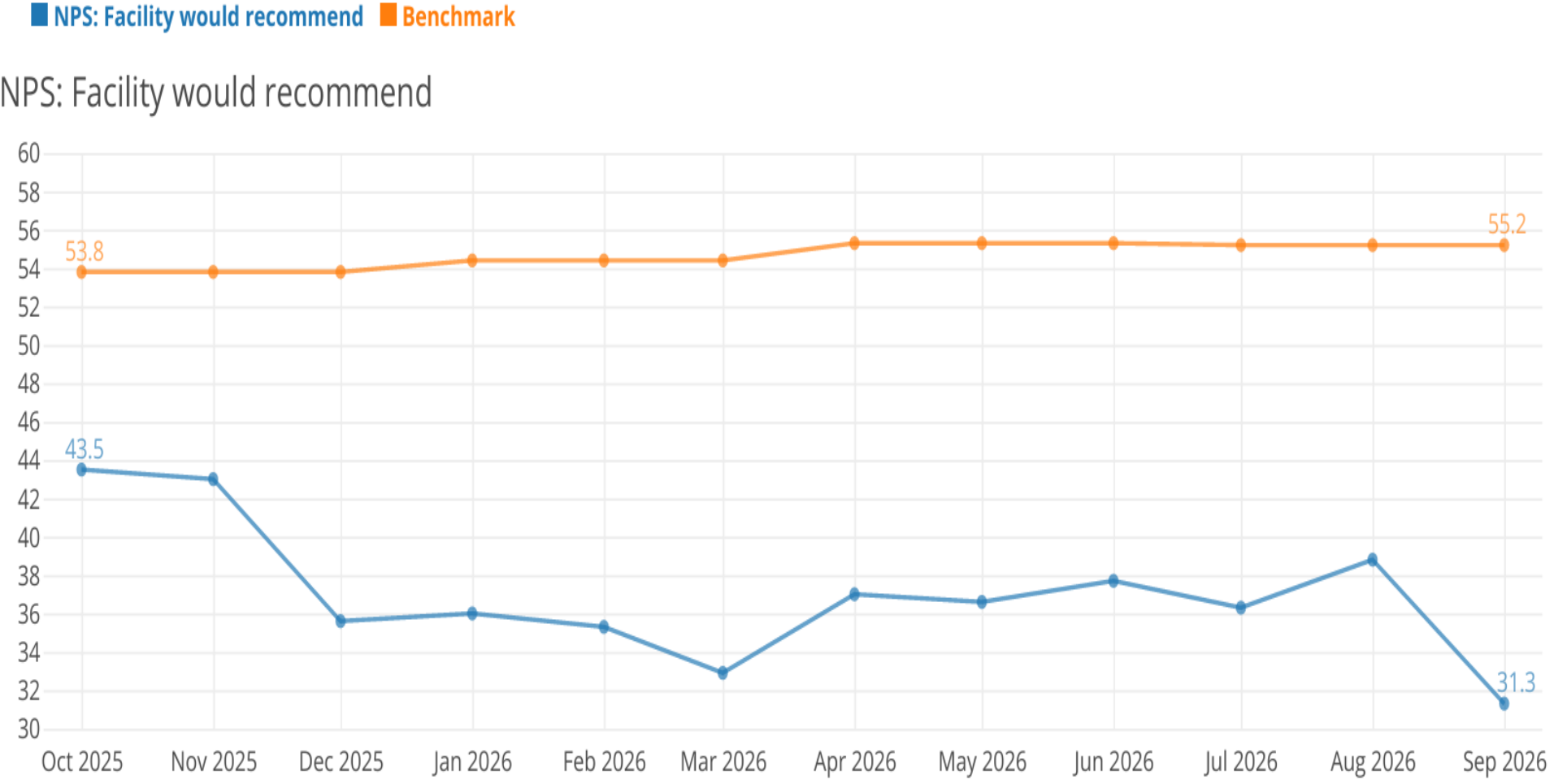
	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026	Jul 2026	Aug 2026	Sep 2026
uld	66.2	60.0	52.2	59.7	63.1	63.3	63.9	63.3	58.3	67.1	56.5	65.5
	n = 198	n = 220	n = 230	n = 233	n = 198	n = 221	n = 219	n = 245	n = 218	n = 237	n = 237	n = 223

Outpatient Medical Practice: Last 12 Months



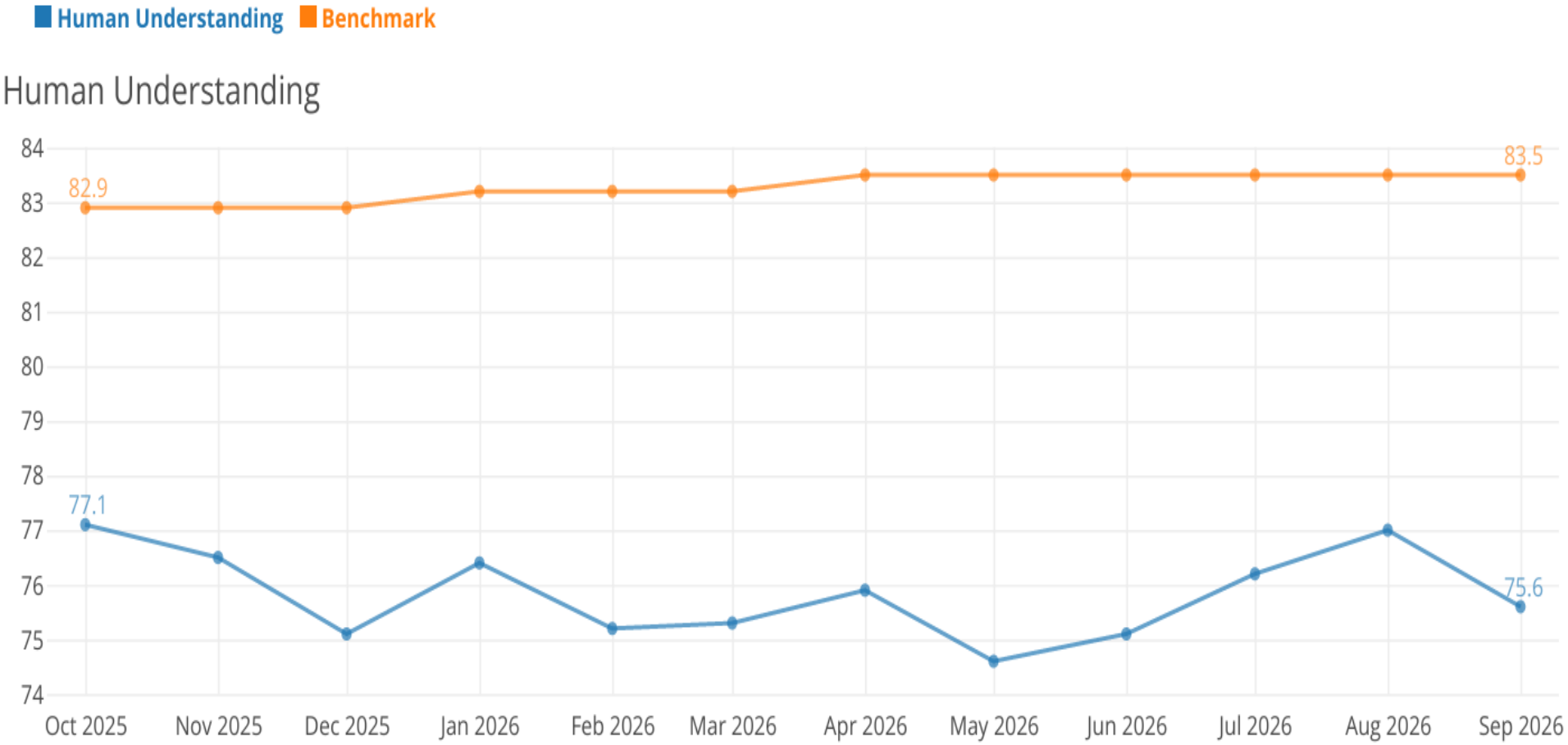
	Benchmark	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026	Jul 2026	Aug 2026	Sep 2026
NPS: Facility would recommend	86.5	76.0 n = 637	75.6 n = 537	73.3 n = 565	77.2 n = 689	75.0 n = 627	78.7 n = 609	77.8 n = 686	79.5 n = 657	79.3 n = 656	78.6 n = 524	79.3 n = 695	81.4 n = 746
Provider would recommend	88.1	75.6 n = 620	80.3 n = 529	78.8 n = 556	80.7 n = 673	78.8 n = 609	80.7 n = 596	79.8 n = 664	83.7 n = 645	82.8 n = 639	85.9 n = 510	83.5 n = 680	84.3 n = 725

Emergency Department: Last 12 Months



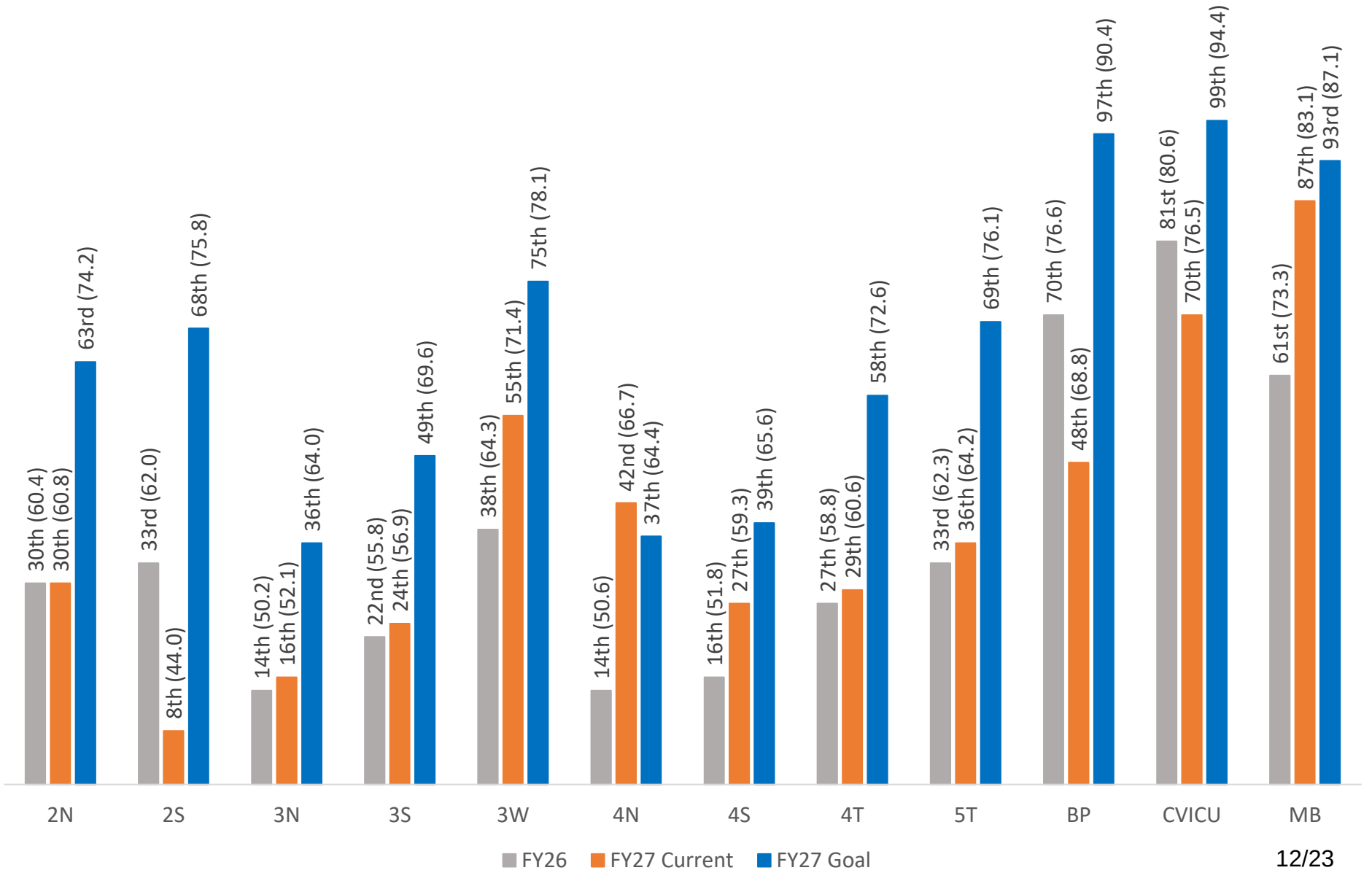
	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026	Jul 2026	Aug 2026	Sep 2026
ld	43.5	43.0	35.6	36.0	35.3	32.9	37.0	36.6	37.7	36.3	38.8	31.3
	n = 710	n = 698	n = 758	n = 801	n = 750	n = 832	n = 789	n = 837	n = 803	n = 742	n = 882	n = 756

Human Understanding: Organization
Last 12 Months

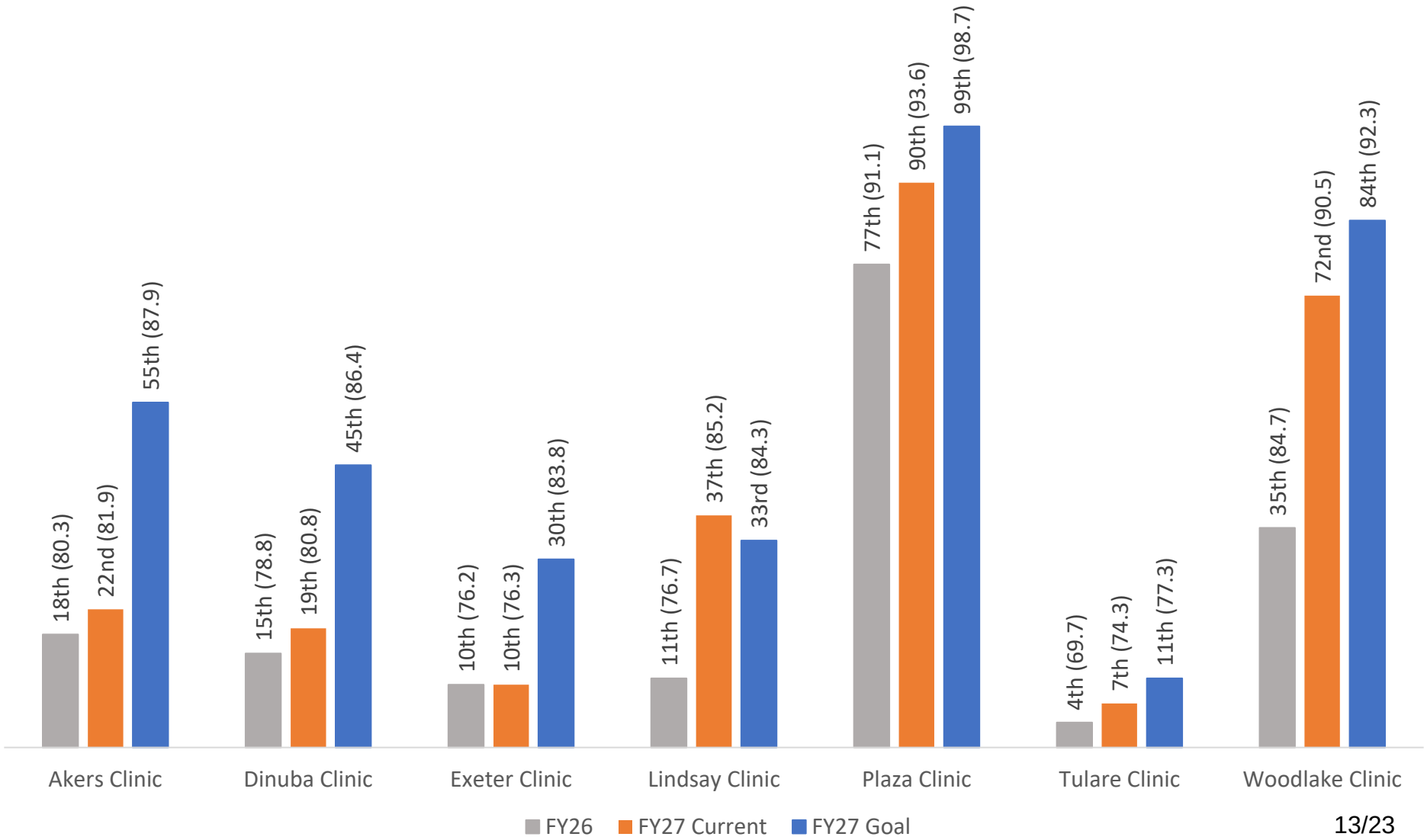


anding	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026	Jul 2026	Aug 2026	Sep 2026
	77.1	76.5	75.1	76.4	75.2	75.3	75.9	74.6	75.1	76.2	77.0	75.6
	n = 3,949	n = 3,380	n = 3,813	n = 4,188	n = 3,854	n = 4,208	n = 4,081	n = 4,066	n = 4,008	n = 3,948	n = 4,041	n = 4,022

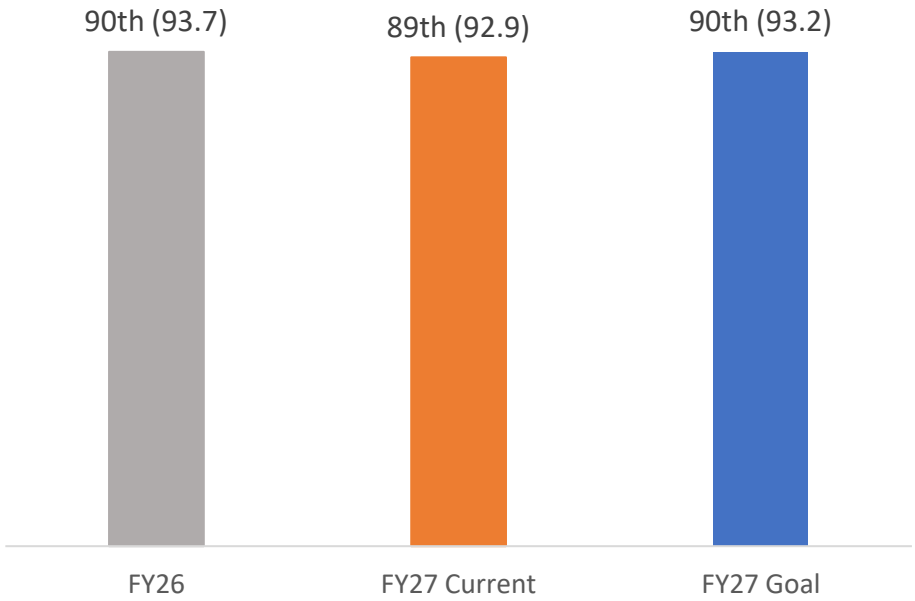
Inpatient Unit's Current Score: July - September 2026



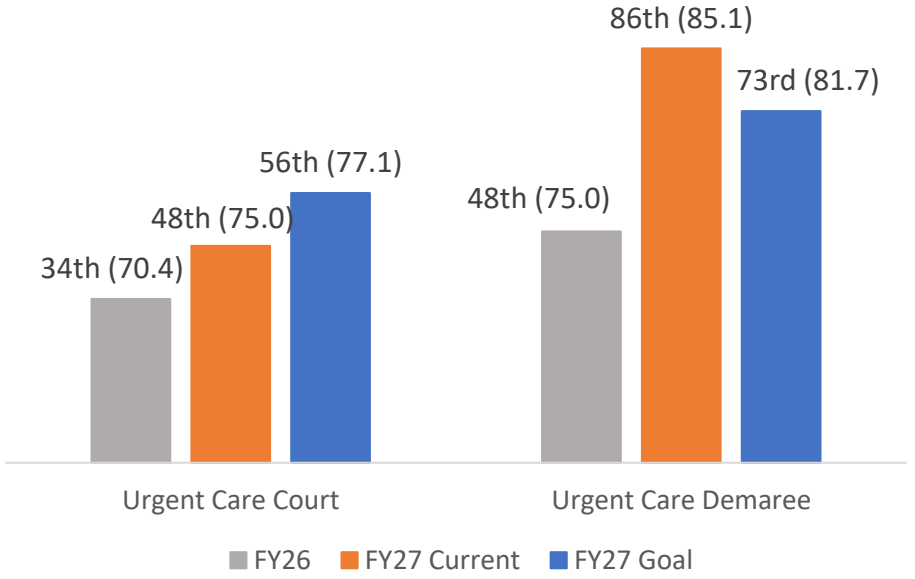
Outpatient Medical Practice Current Score: July - September 2026



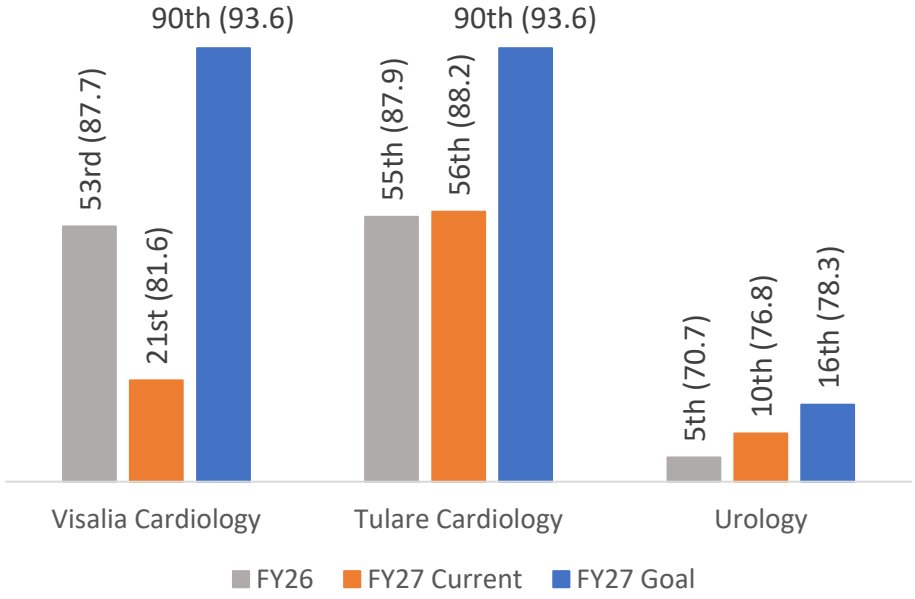
Center for Mental Wellness



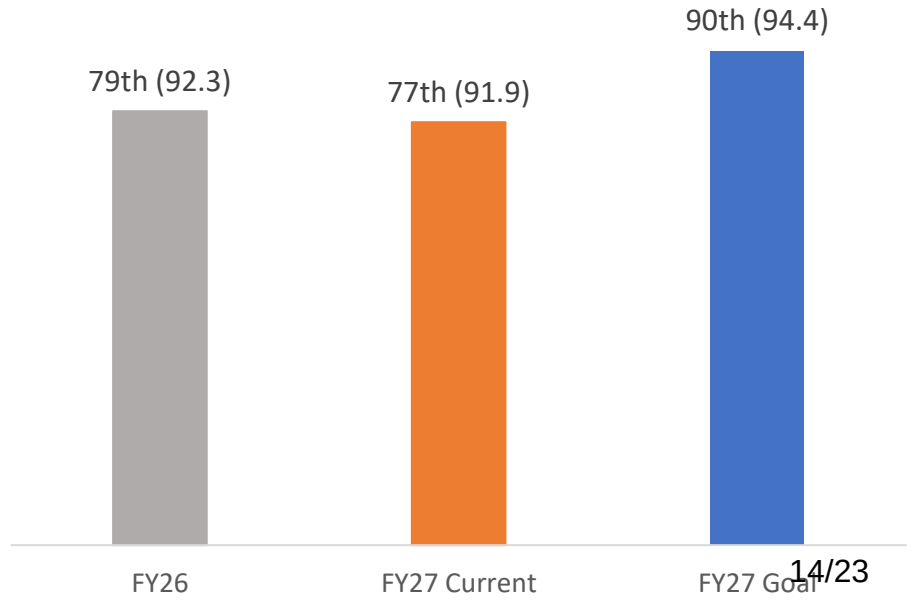
Urgent Care



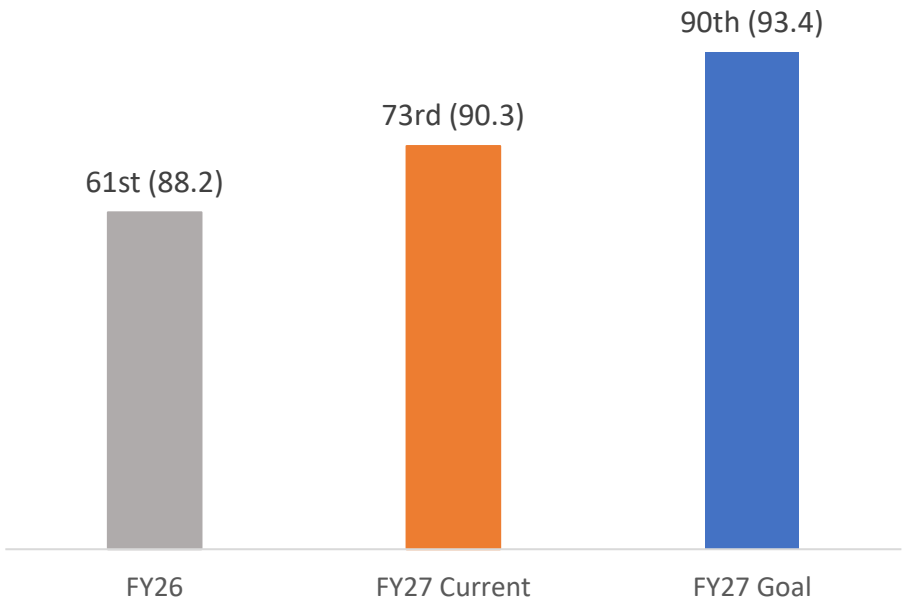
Specialty Clinics



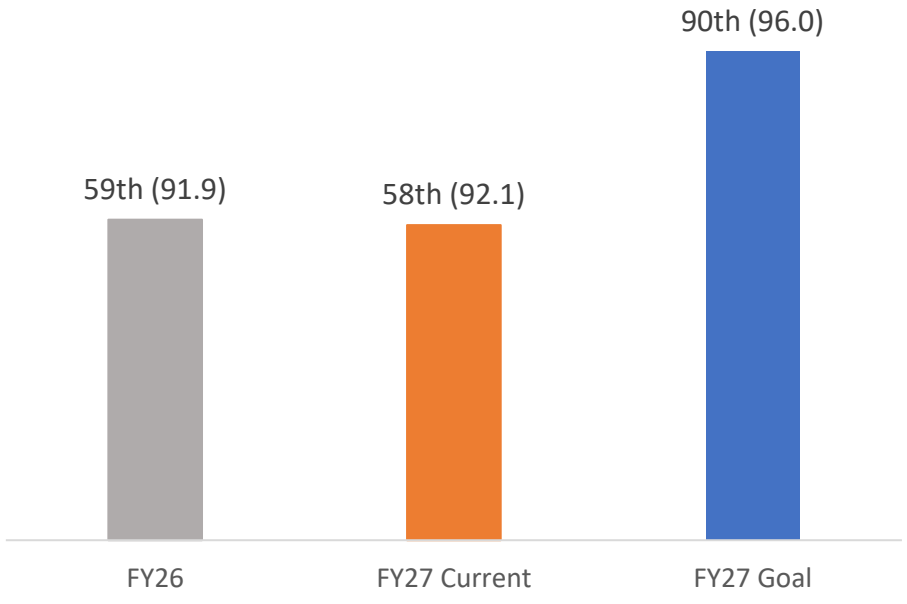
Outpatient Infusion



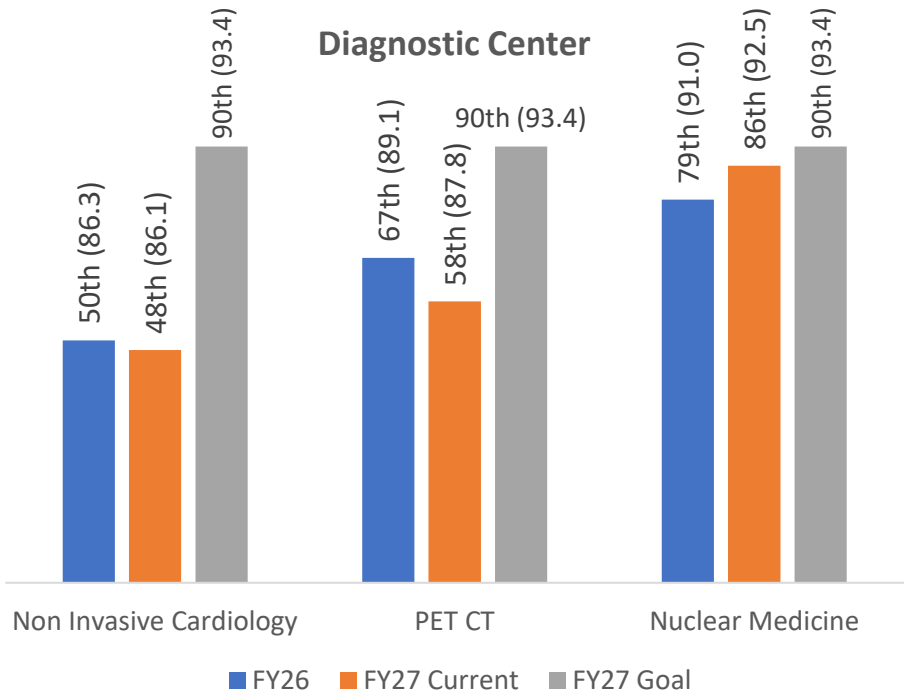
Imaging Center



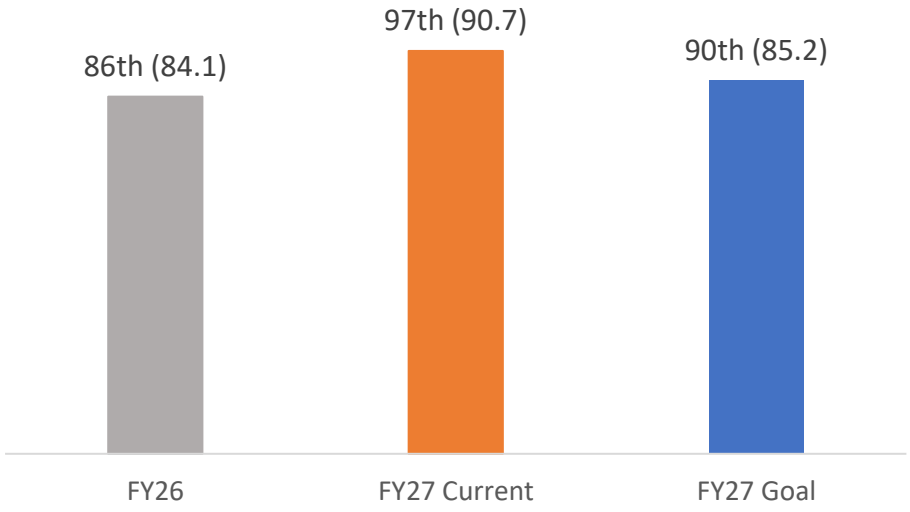
Radiation Oncology



Diagnostic Center

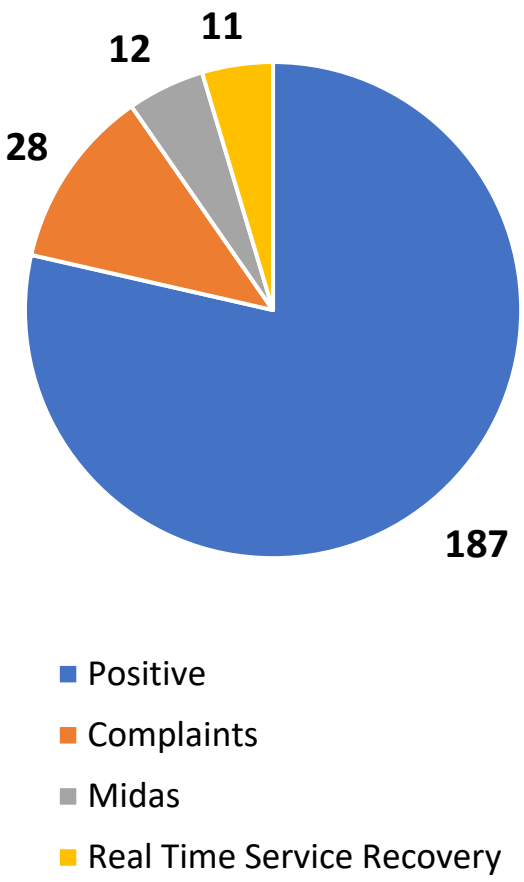


Inpatient Rehab



PX Rounding: October

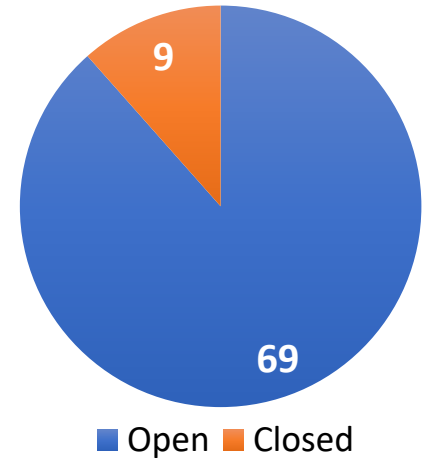
200 Rounds

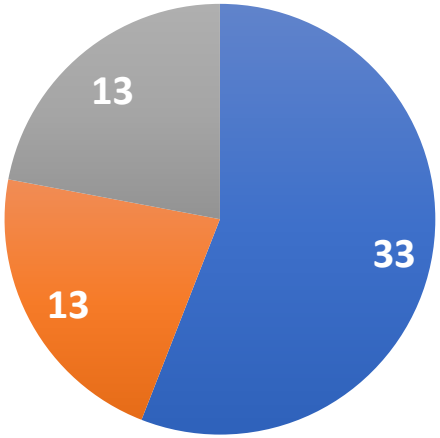




MIDAS: October

78 Opened

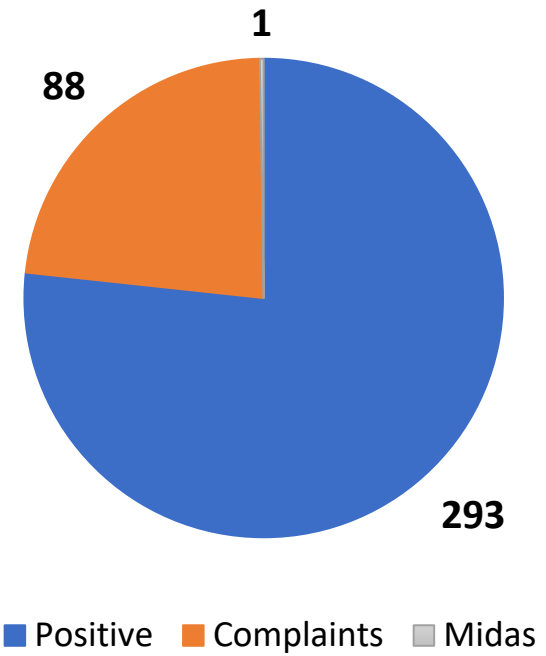






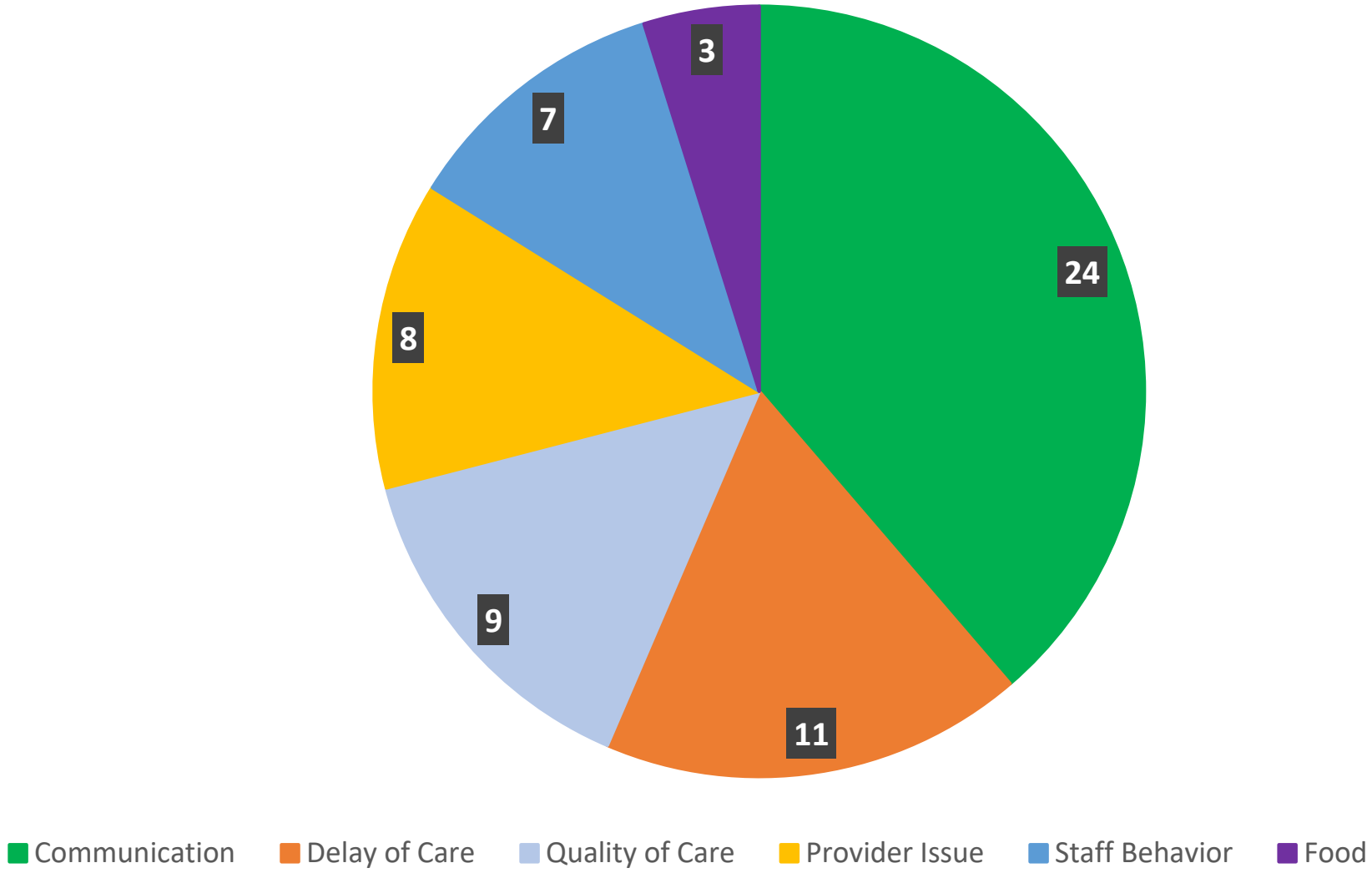
ED Rounding: October

349 Rounds

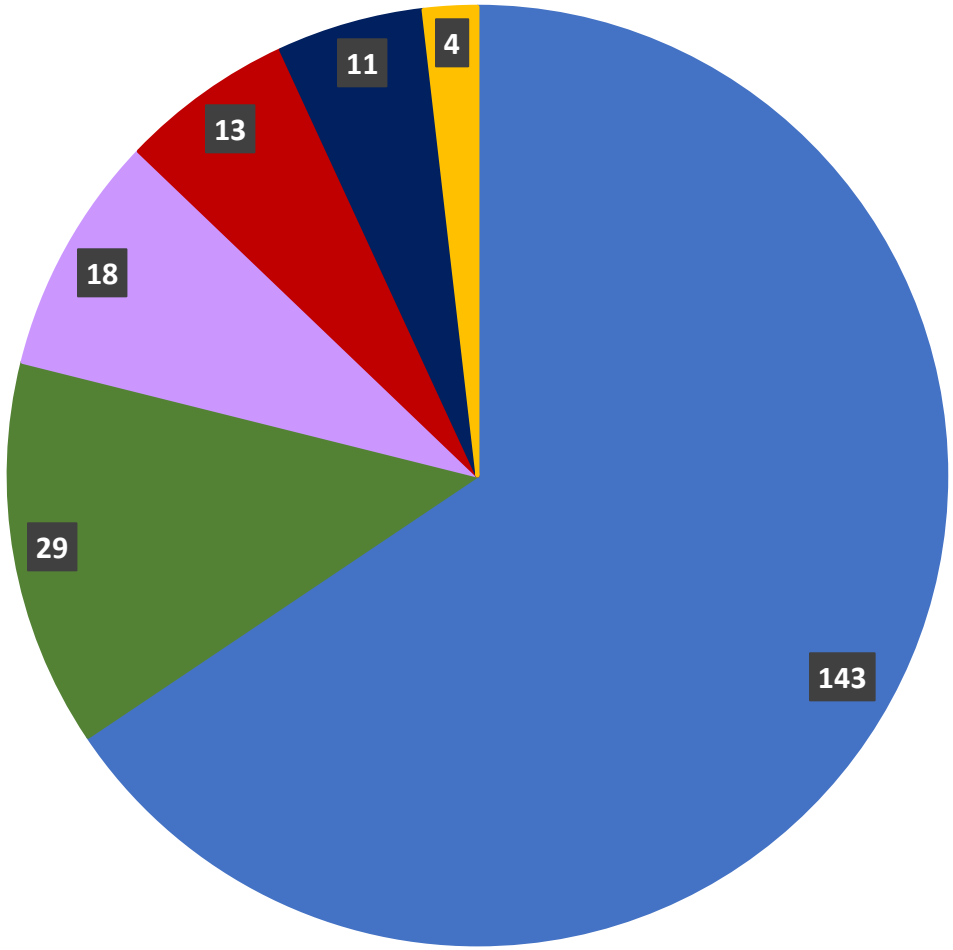




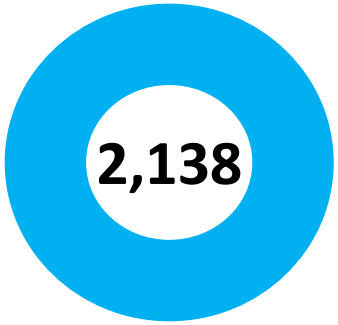
PX Patient Rounding Complaints Breakdown: October 2026

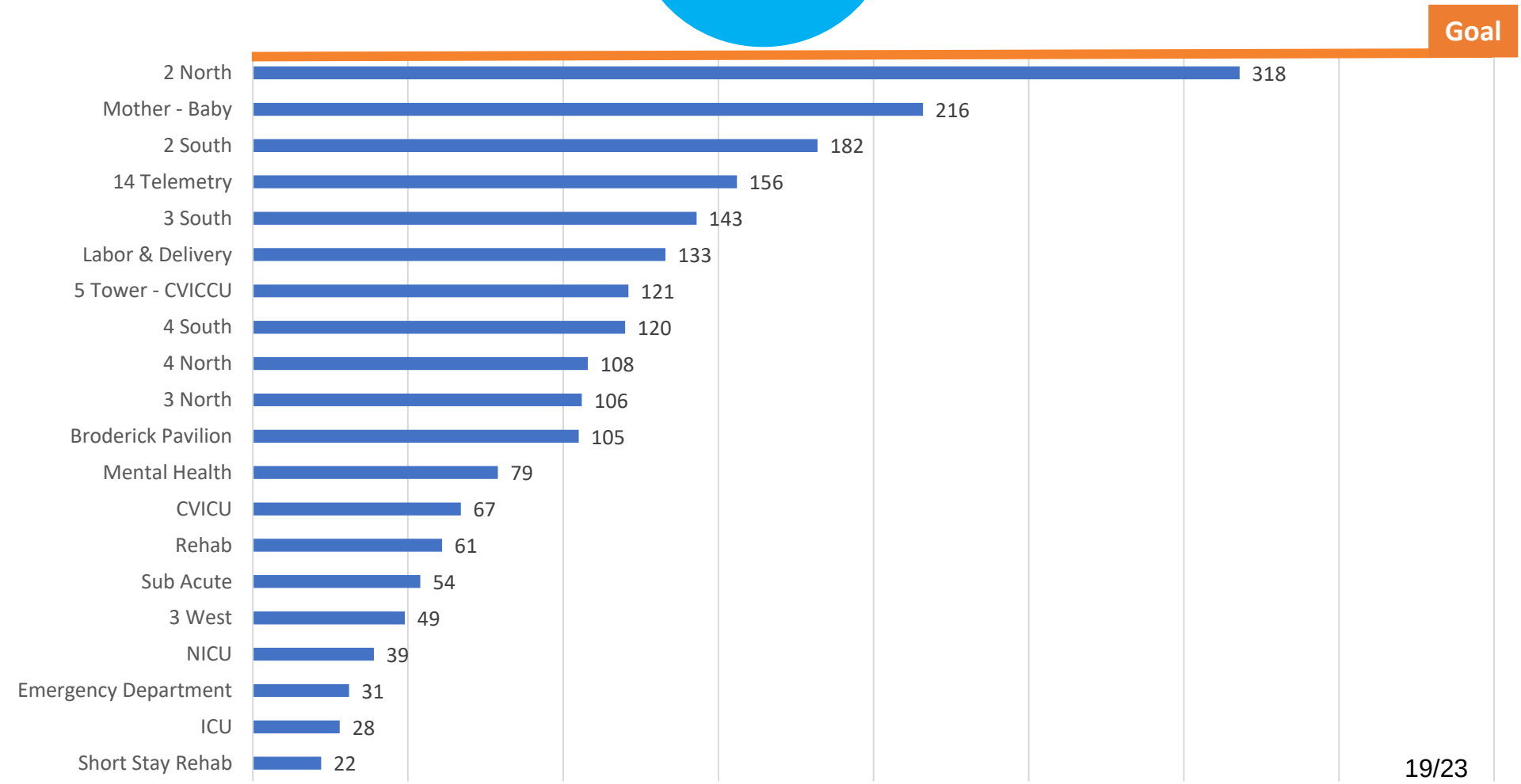


ED Patient Rounding Complaints Breakdown: October 2026



Leader Rounds By Department: October 2026

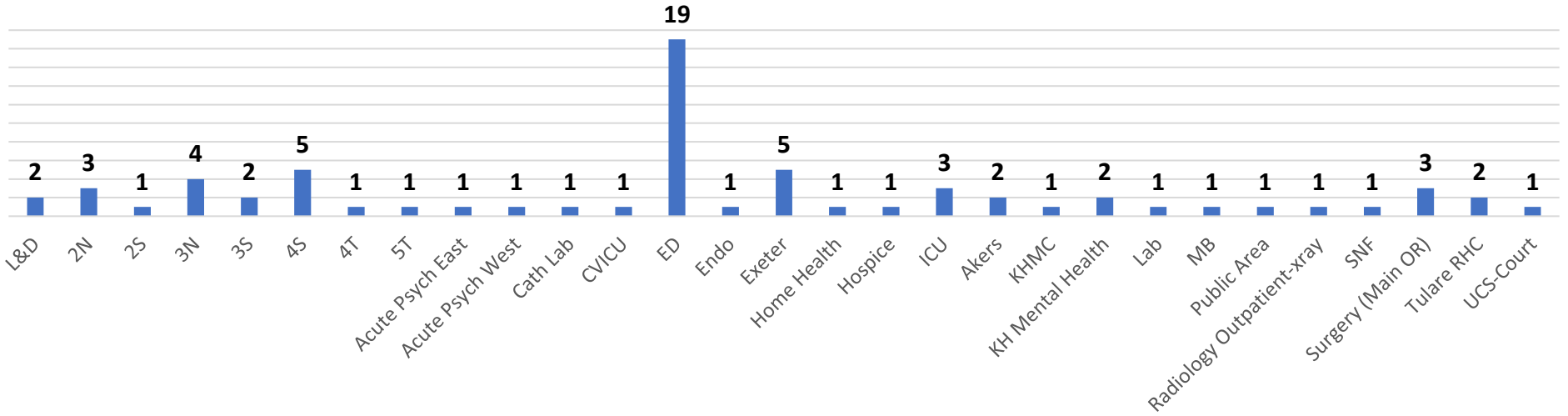




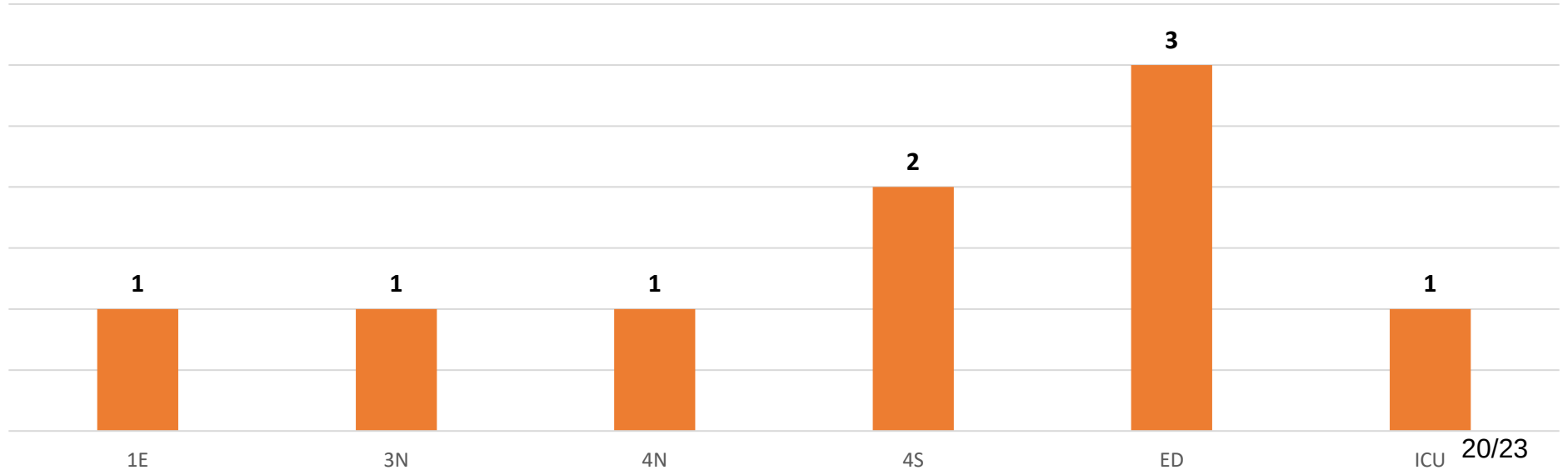
MIDAS: October 2026

78 Opened

Complaints & Grievances



Lost Belongings

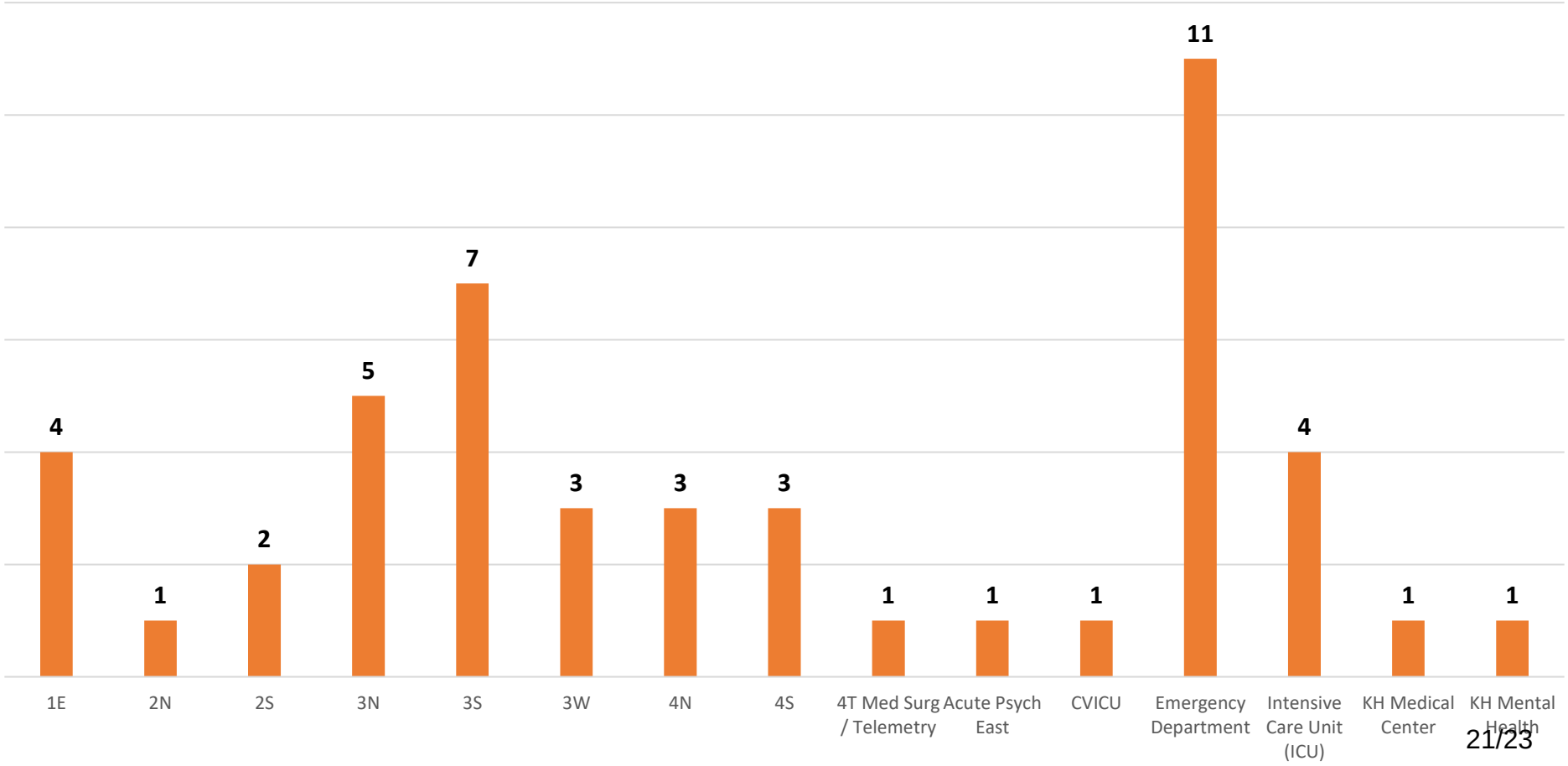


Lost Belongings

FY27: 7/1/2026 – 9/30/2026

Total Reported in Midas: 48

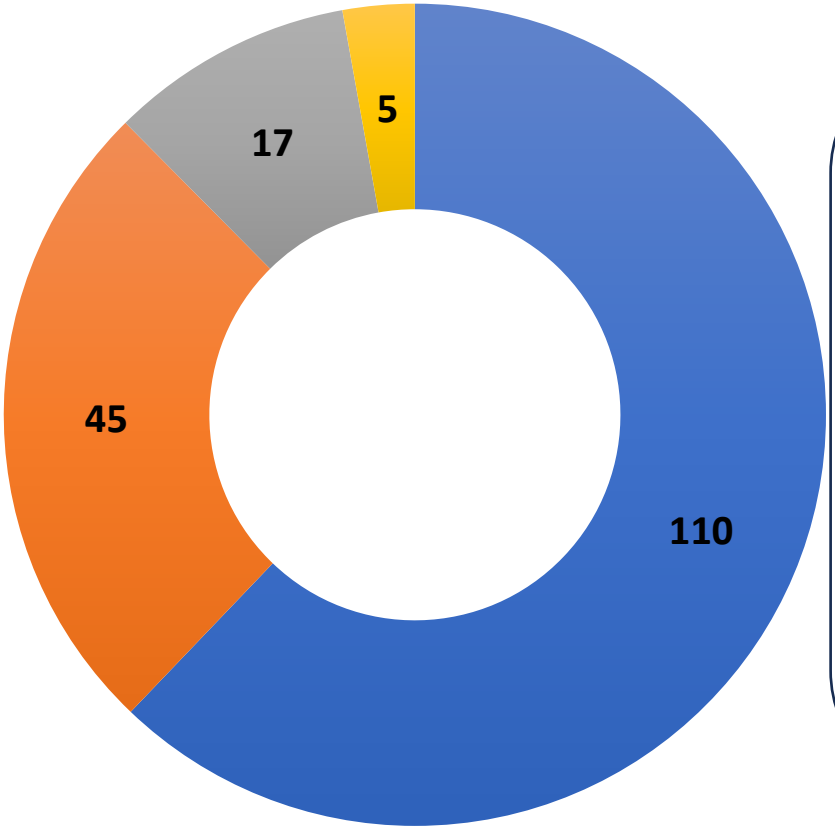
48	31	17
Total Cases	Closed	Remain Open



Service Alerts: September 2026

177

Total Service Alerts



Alert Sentiment

Positive
56

Negative
150

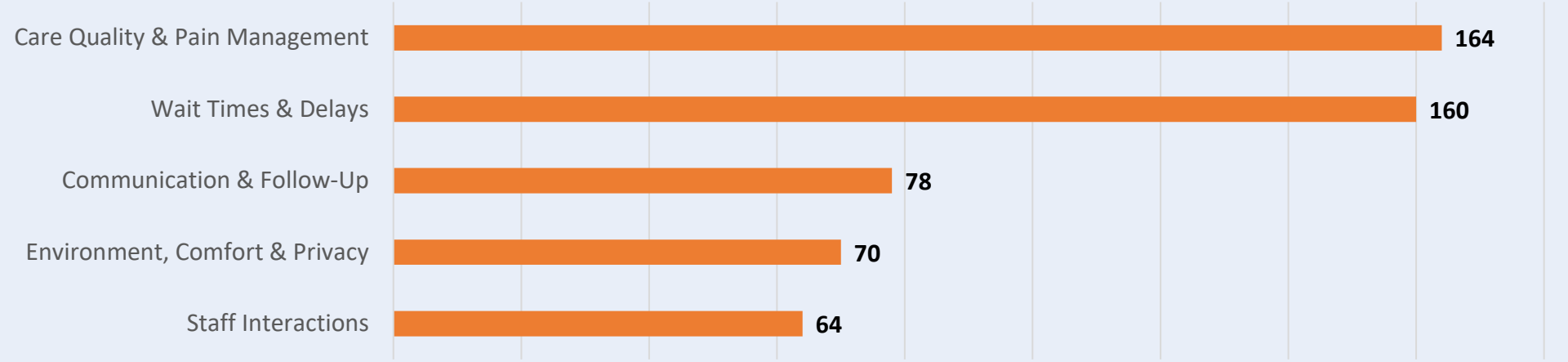
An alert can be tagged as both positive and negative.

What Patients Are Telling Us

Feedback Management Data Analysis

September 2026

Top Reported Concerns



What Stands Out

ED wait times and uncertainty about next steps and recurring patient frustrations.	Patients want clearer communication about their care, results, and delays.	Courtesy, respect, and compassionate care continue to be recognized.

Opportunities for Improvement

Proactive updates during delays | Clear explanations of next steps | Consistent acknowledgement of patient concerns