

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/kawahdeltahealthcaredistrictboardofdirectorsmeet>

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, September 9, 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

Kaweah Delta Health Care District

Board of Directors Committee Meeting

***Health** is our Passion. **Excellence** is our Focus. **Compassion** is our Promise.*

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 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 September 9, 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
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Kaweah Delta Health Care District

Board of Directors Committee Meeting

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3. MINUTES

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

4. **Annual Committee Evaluation** – Armando Murrieta, Chair

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

5.1. [Patient Experience Dashboard](#)

5.2. [HCAHPS Trend](#)

5.3. [Inpatient Units Scores](#)

5.4. [Rural Health Clinics Scores](#)

5.5. [Specialty Clinics Scores](#)

5.6. [Patient Rounding](#)

5.7. [Patient Experience MIDAS](#)

5.8. [Lost Belongings](#)

5.9. [Executive Rounding](#)

ADJOURN – Armando Murrieta, 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, July 8, 2026

Kaweah Health Medical Center – Executive Office Conference Room

Present: Director: Mike Olmos (Chair); Max Heckhausen, VP of Strategy; Jag Batth, Chief Operations Officer; Scott Baker, Chief Nursing 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 4:04 PM by Mike Olmos.

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

MINUTES – The minutes from the May 13, 2026 meeting were reviewed.

PATIENT EXPERIENCE –

- 4.1 Teresa Bobadilla reviewed the June 2026 Patient Experience Dashboard. (see Attachment 4.1. of the agenda)
- 4.2 Teresa presented trends from July 2025 through May 2026 across inpatient, emergency department, and medical practice. (see Attachment 4.2. of the agenda)
- 4.3 – 4.5. The team presented a graph comparing goals to current scores in various facilities for the period of July 2025 through May 2026. (see Attachment 4.3. – 4.5. of the agenda)
- 4.6 – 4.9 Sintayehu and Marlo reviewed data related to patient experience, including MIDAS, rounding, and lost belongings for the month of June. (see Attachment 4.6. – 4.9. of the agenda)
- 4.10. Discussion of this agenda item deferred.

Adjourned at 4:50 PM

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Patient & Community Experience

PX Board Committee
September 2026



kaweahhealth.org





Patient Experience Matters



Opportunities and insights to increase patient satisfaction.

Kaweah Health

August 2026

2

Fiscal Year Data

NRC survey results reflect July 2026

Operational data (Midas, Rounding) reflect August 2026

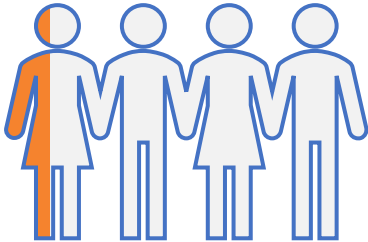
Survey Scores



HCAHPS:

Would Recommend Hospital
72.3

55th Percentile



Overall Organization NPS:

Would Recommend Facility

74.0

18th Percentile

FY27 Organizational Goal Status

Goal Measure	Current Score (Percentile)	FY27 Goal	Status
NPS: Would Recommend	74.0 (18th Percentile)	81.2	 7.2 points below goal

0 50 81.2 (GOAL) 100

Service Alerts



Closed
108



Open
75

Human Understanding



75.5
11th Percentile

Priority

Received Consistent Information

Keep the message consistent. Before updating the patient, confirm the plan with the care team. If something has changed, explain what changed and why.

Nurses Explained Things Understandably

Avoid medical jargon. Pause often to ask, "What questions do you have?" before moving on.

Cleanliness

See it, own it. Address cleanliness concerns when you notice them or make sure the appropriate team is notified. Let the patient know their concern is being taken care of.

7/26

August 2026 Operational Data



Midas Opened

56



Inpatient Rounds

225



ED Rounds

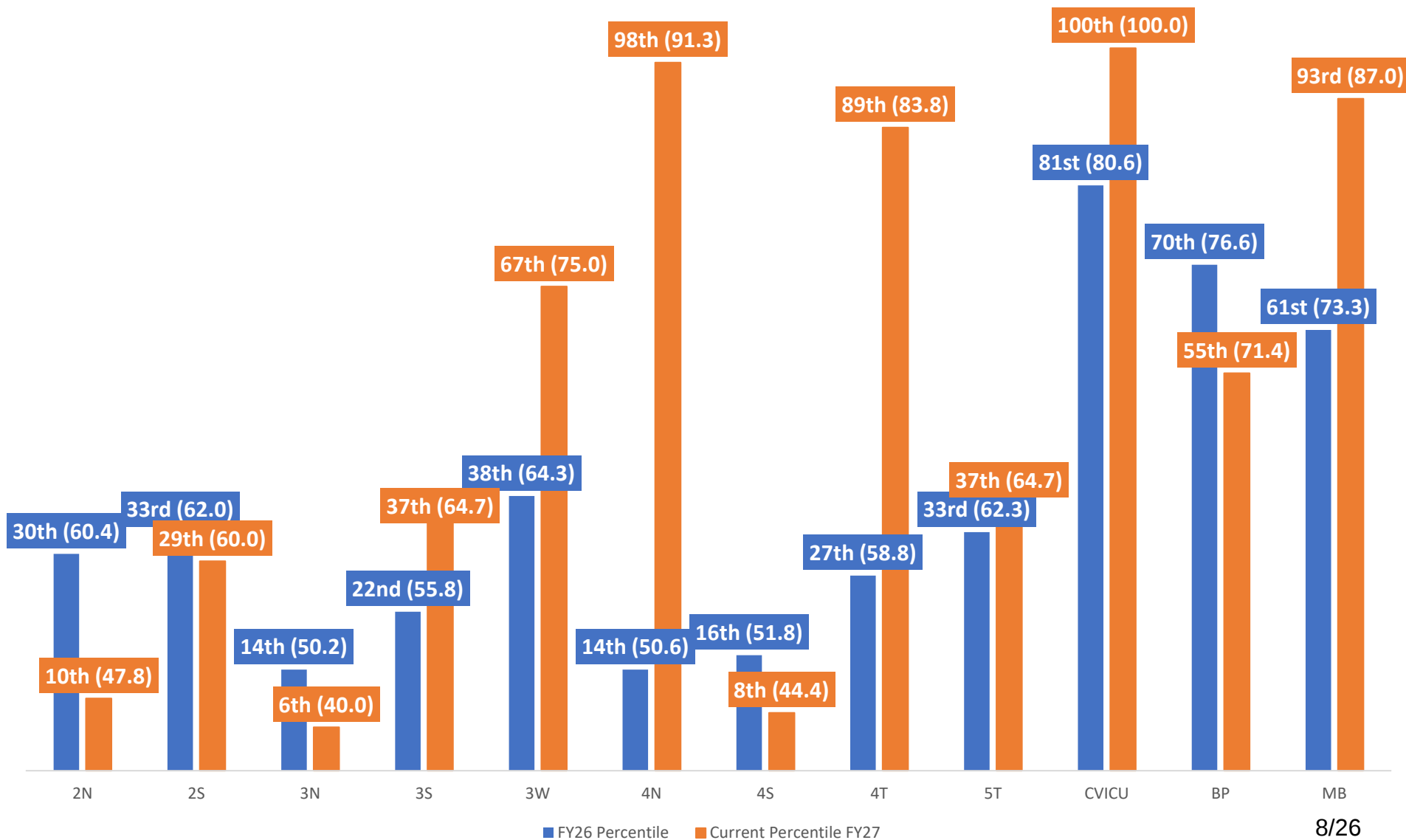
226



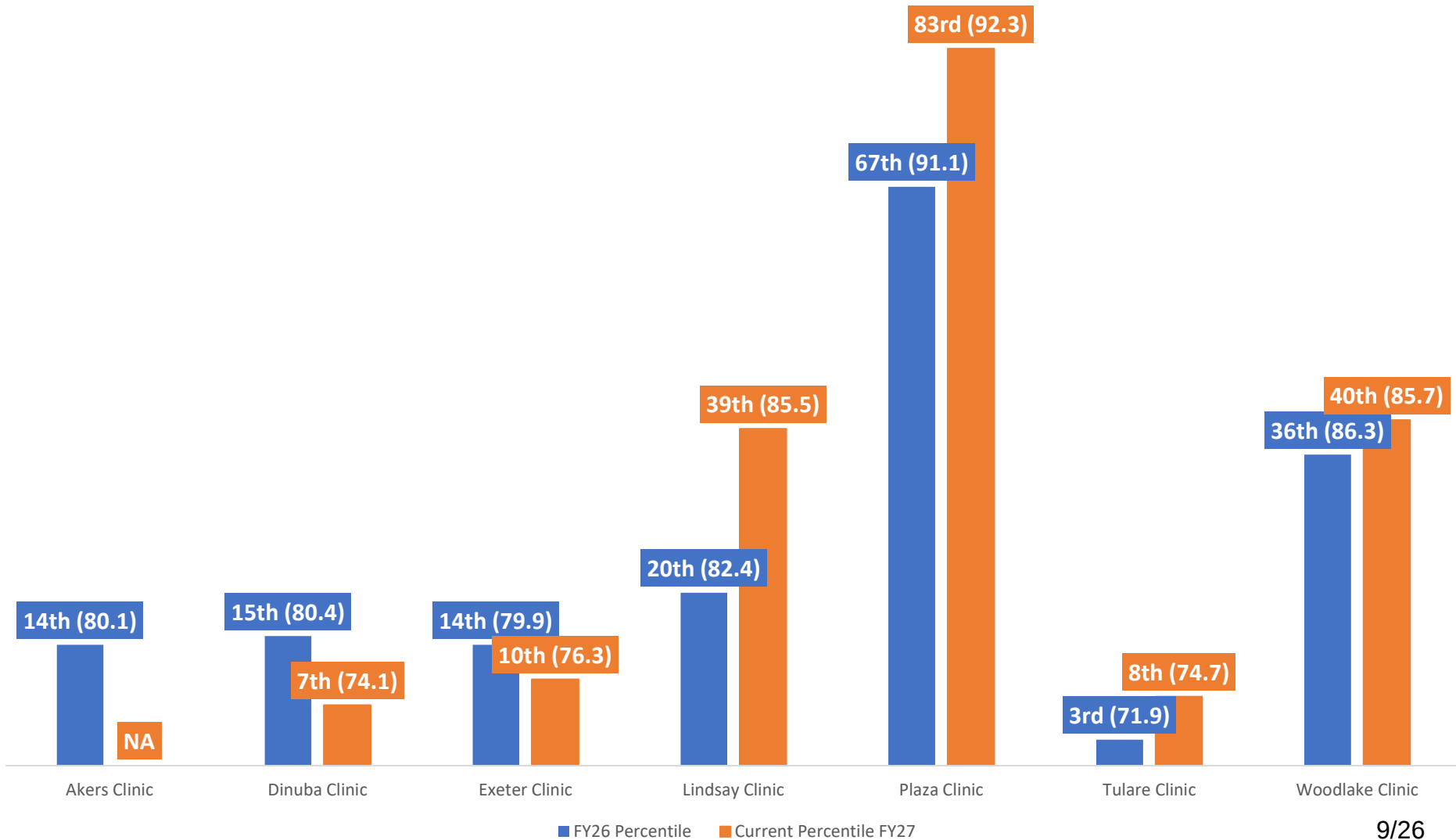
Leader Rounds

948

Inpatient Unit's NPS Current Score: July 2026

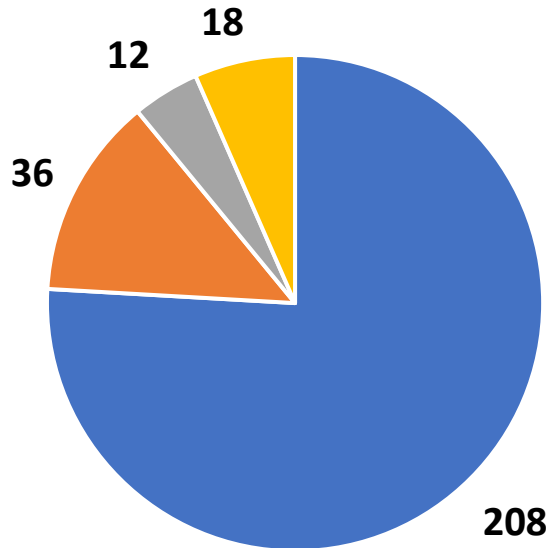


Medical Practice NPS Current Score: July 2026



PX Rounding: August

225 Rounds

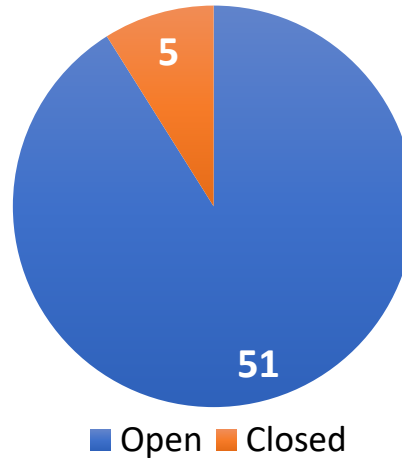


- Positive
- Complaints
- Midas
- Real Time Service Recovery

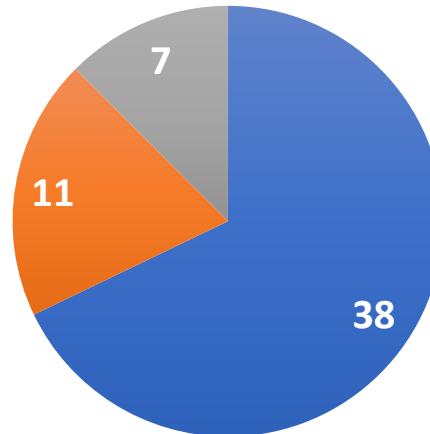


MIDAS: August

56 Opened



- Open
- Closed

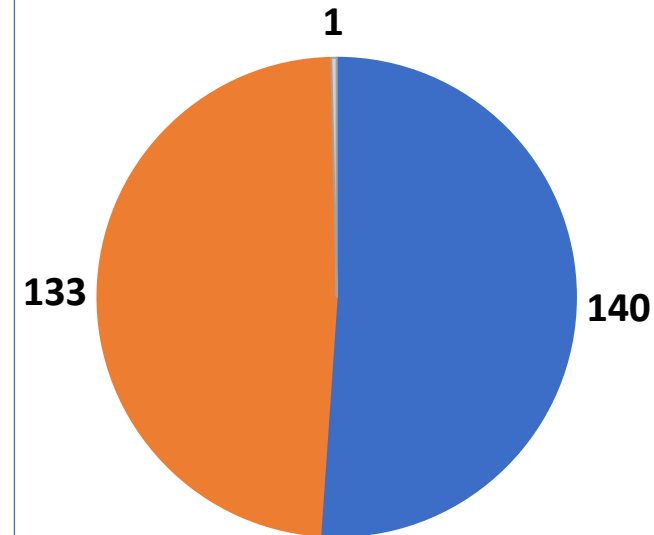


- Complaint
- Grievance
- Lost



ED Rounding: August

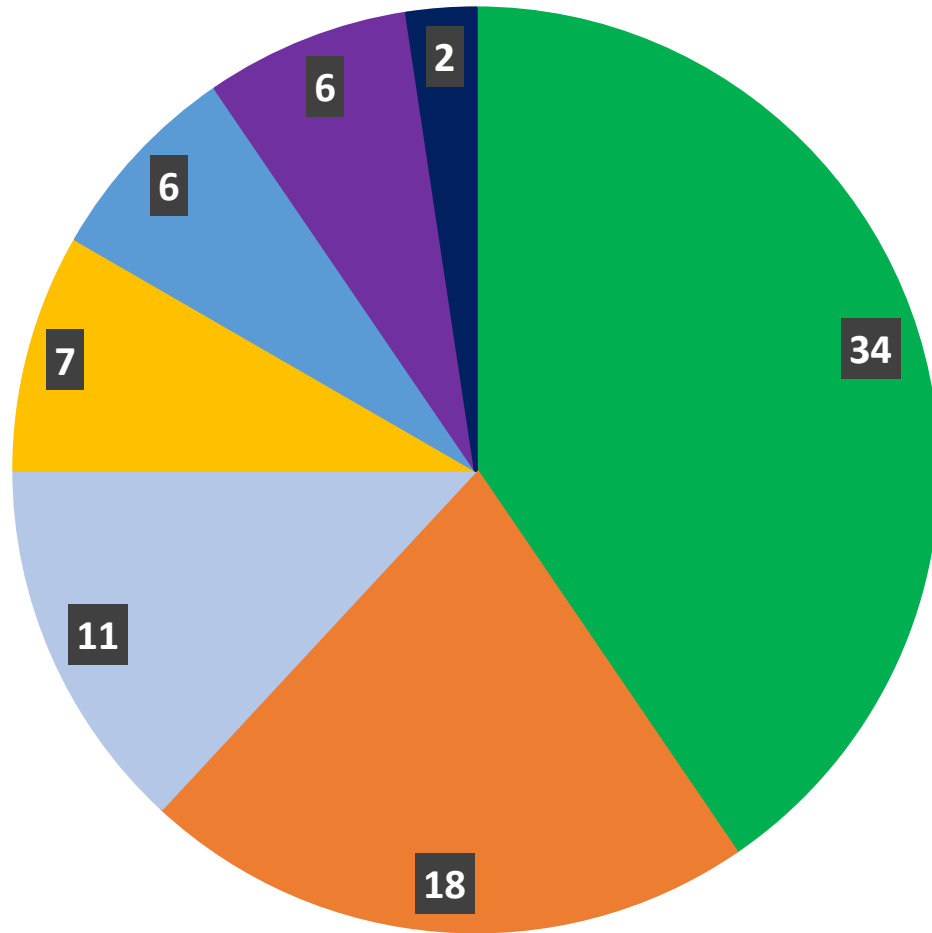
226 Rounds



- Positive
- Complaints
- Midas

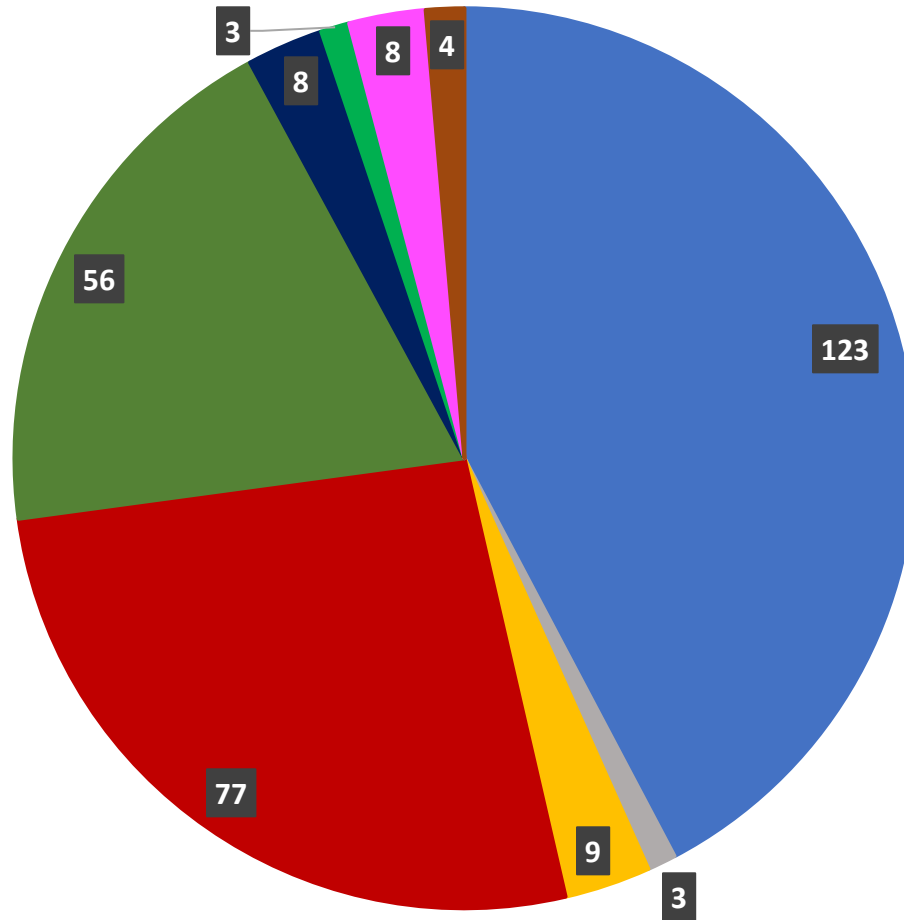


PX Patient Rounding Complaints Breakdown: August 2026



Communication Delay of Care Quality of Care Food Staff Behavior Provider Issue Cleanliness

ED Patient Rounding Complaints Breakdown: August 2026

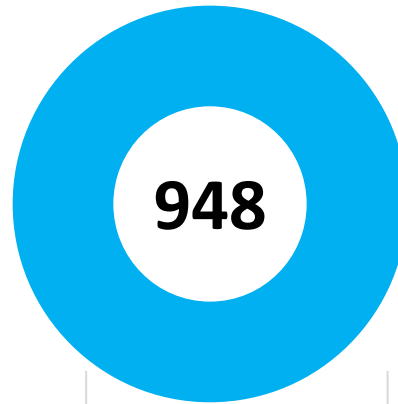


Admit to Hospital (Wait)
Wait Times (Results)
Food Trays

Staff/Provider Behavior
Wait Times (Imaging)
Discharge Wait (Papers)

Care
Call Light
Other (Lost Belongings Bags)

Leader Rounds: August 2026



Goal
7,436

Main Hospital

819

West Campus

78

Sub-Acute

39

Mental Health

12

Executive Rounding - August

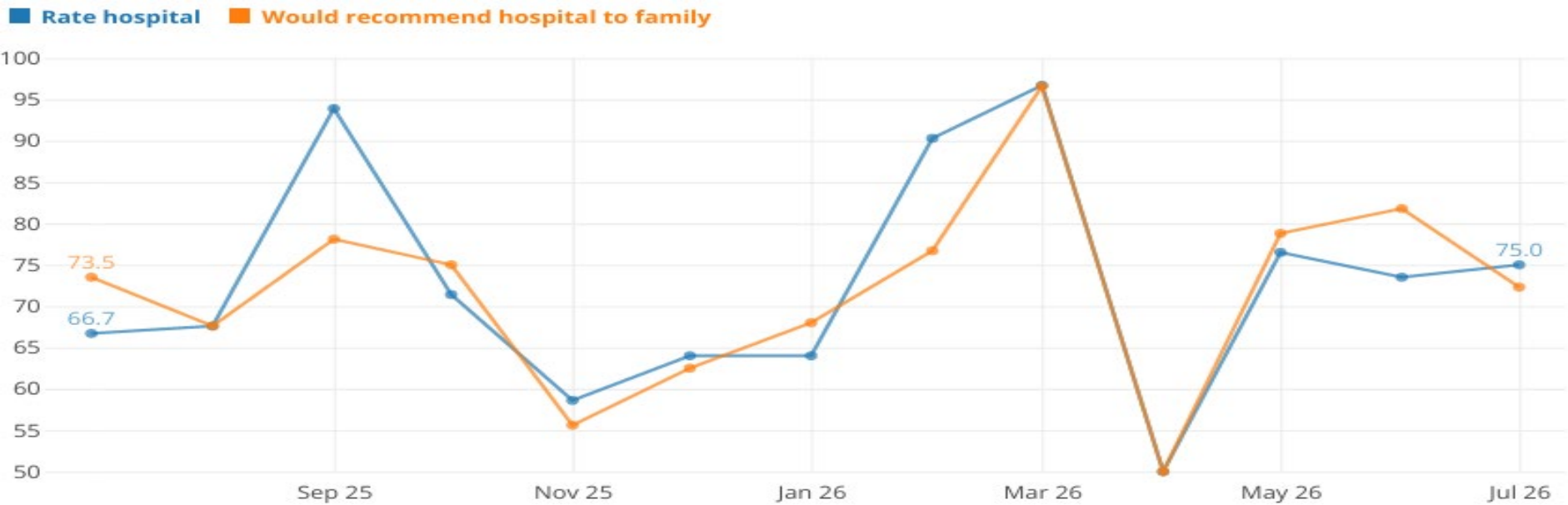
Executive Team Rounds = 11 executive rounds

Executive	November	December	January	February	March	April	May	June	July	August
CEO/Marc Mertz	11/4, 11/20	12/3, 12/23	1/12	Cancelled JC	3/25	4/23	5/11	6/23	7/28	8/27
Jag B.	11/12	12/10	1/13	Cancelled JC	3/19	4/8	5/7	Cancelled	7/14	8/28
Dianne C.	11/11	12/15	1/8	2/4	3/5	4/22	5/28	6/25		8/26
Scott B.	11/24		1/27	2/12	3/24	4/14	5/12	6/26	7/21	8/25
Ben C.	11/24	12/18	1/22	Cancelled JC	Cancelled by PX	4/22	5/21	6/16	7/23	8/11
Paul S.		12/2	1/28	18-Feb	3-Mar	4/15	5/19	6/11	7/22	8/17
Kevin Morrison						4/30	5/29	6/15	7/1	8/4
Board of Directors				2/9 (MO)	3/2 (AM)	4/16 (DF)	5/11 (MO)	6/4 (DL)	N/A	N/A
Luke Schneider							5/4	6/24	7/15	8/12
Max Heckhausen							5/5	6/2	7/8	8/19
Tom Boggs							5/20	6/29		8/18
Steve Forney										8/14

Appendix: Supporting Materials

- Trend Lines
 - Appendix A: HCAHPS
 - Appendix B: Inpatient NPS
 - Appendix C: Emergency Department
 - Appendix D: Medical Practice
 - Appendix E: Human Understanding
- Scores
 - Outpatient Services
 - Appendix F: Diagnostic Center, Urgent Care, Specialty Clinics, Radiation,
 - Appendix G: Imaging Center, Outpatient Infusion, Center for Mental Wellness, Inpatient Rehab
- Appendix H: Midas / Lost Belongings
- Appendix I: Lost Belongings FY26 Totals
- Appendix J: Service Alerts
- Appendix K: Organizational Priorities

HCAHPS Trend: Last 12 Months

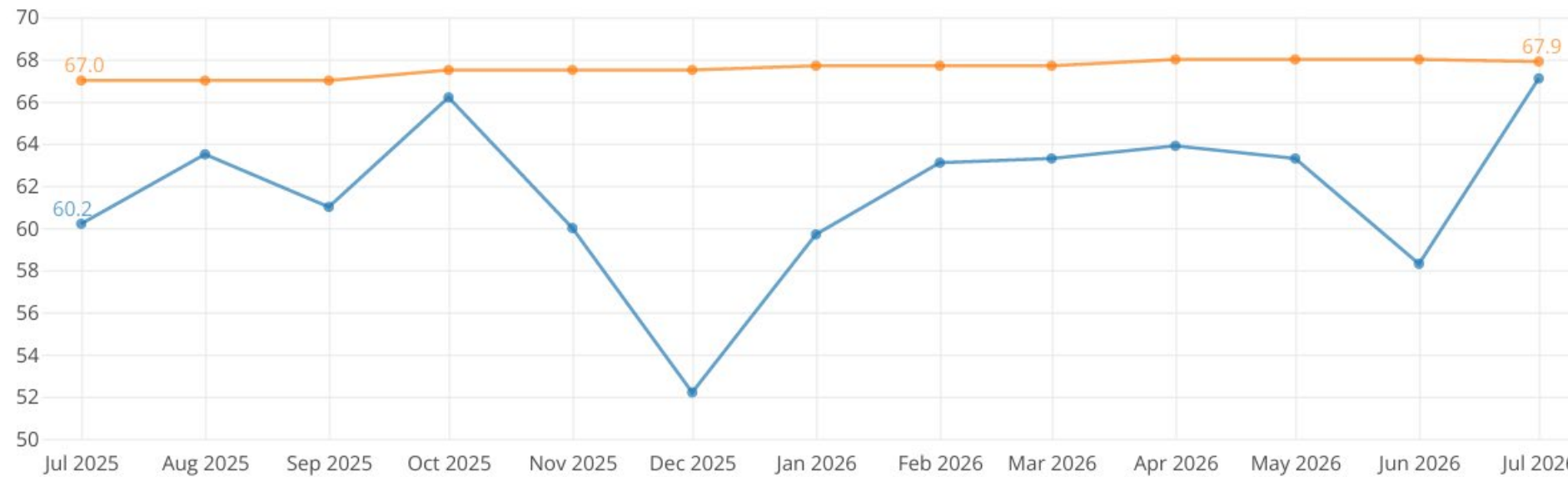


Question	Benchmark	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	May 26	Jun 26
Rate hospital	71.6	66.7 n = 33	67.6 n = 34	93.9 n = 33	71.4 n = 28	58.6 n = 29	64.0 n = 25	64.0 n = 25	90.3 n = 31	96.7 n = 30	50.0 n = 24	76.5 n = 34	73.5 n = 34
Would recommend hospital to family	73.3	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	50.0 n = 24	78.8 n = 33	81.8 n = 33
		Benchmark									Jul 26		
Rate hospital		71.6							75.0 n = 48				
Would recommend hospital to family		73.3							72.3 n = 47			16/26	

Inpatient: Last 12 Months

■ NPS: Facility would recommend ■ Benchmark

NPS: Facility would recommend

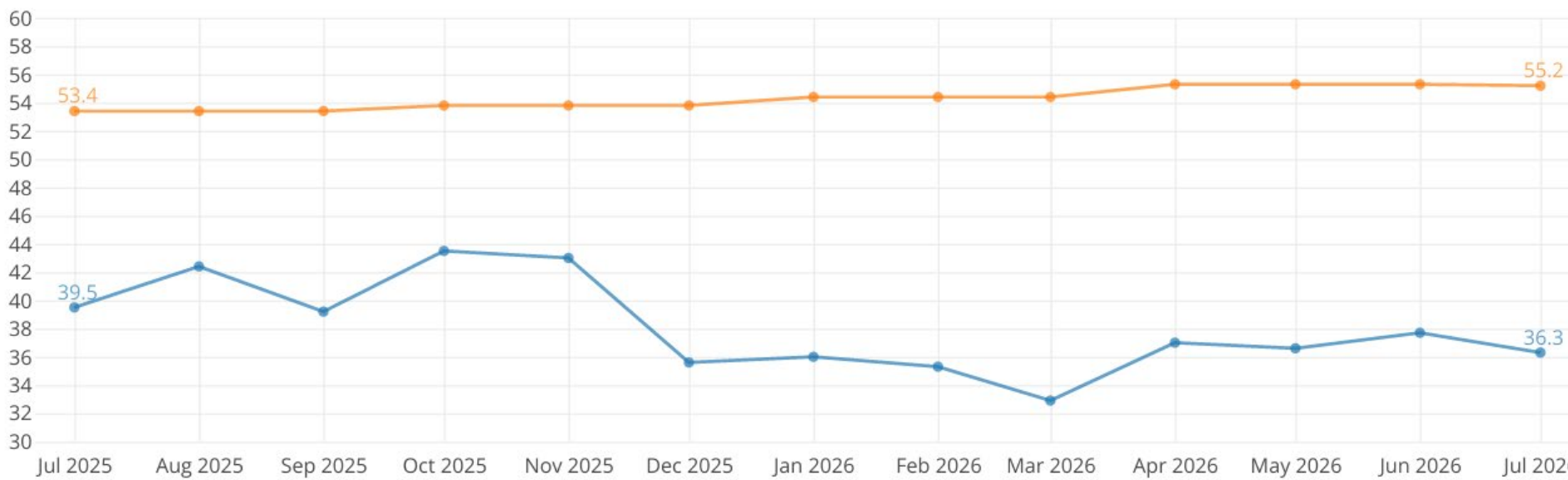


	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026
uld	60.2	63.5	61.0	66.2	60.0	52.2	59.7	63.1	63.3	63.9	63.3	58.3
	n = 259	n = 211	n = 187	n = 198	n = 220	n = 230	n = 233	n = 198	n = 221	n = 219	n = 245	n = 218

uld	Jul 2026											
	67.1											
	n = 237											

■ NPS: Facility would recommend ■ Benchmark

NPS: Facility would recommend



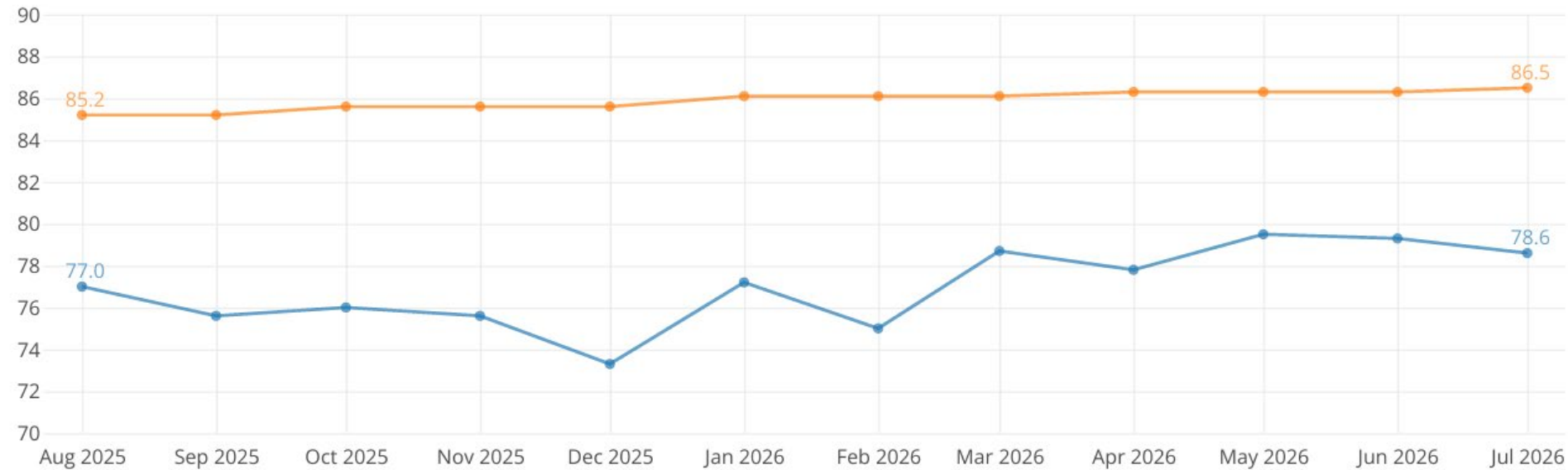
	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026
uld	39.5 n = 845	42.4 n = 821	39.2 n = 793	43.5 n = 710	43.0 n = 698	35.6 n = 758	36.0 n = 801	35.3 n = 750	32.9 n = 832	37.0 n = 789	36.6 n = 837	37.7 n = 803

	Jul 2026											
uld	36.3 n = 742											

Medical Practice: Last 12 Months

■ NPS: Facility would recommend ■ Benchmark

NPS: Facility would recommend

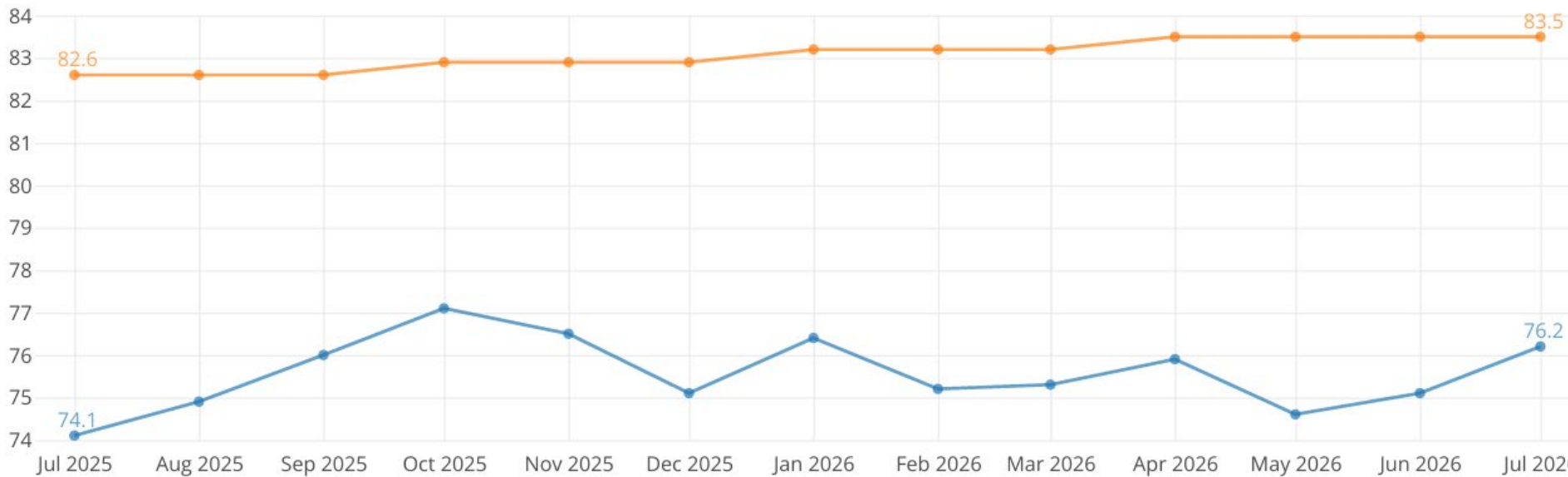


uld	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026	Jul 2026
	77.0	75.6	76.0	75.6	73.3	77.2	75.0	78.7	77.8	79.5	79.3	78.6
	n = 487	n = 717	n = 637	n = 537	n = 565	n = 689	n = 627	n = 609	n = 686	n = 657	n = 656	n = 524

Human Understanding: Organization Last 12 Months

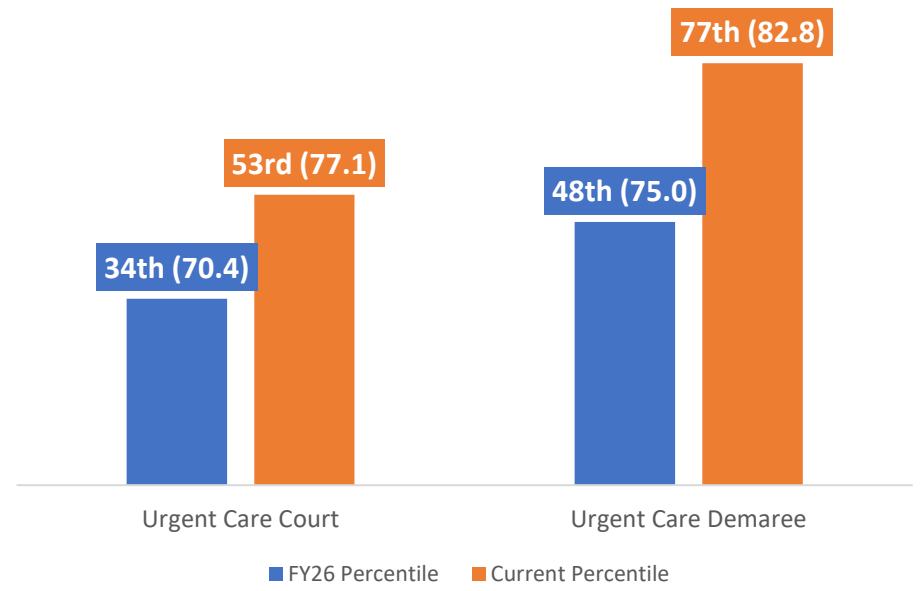
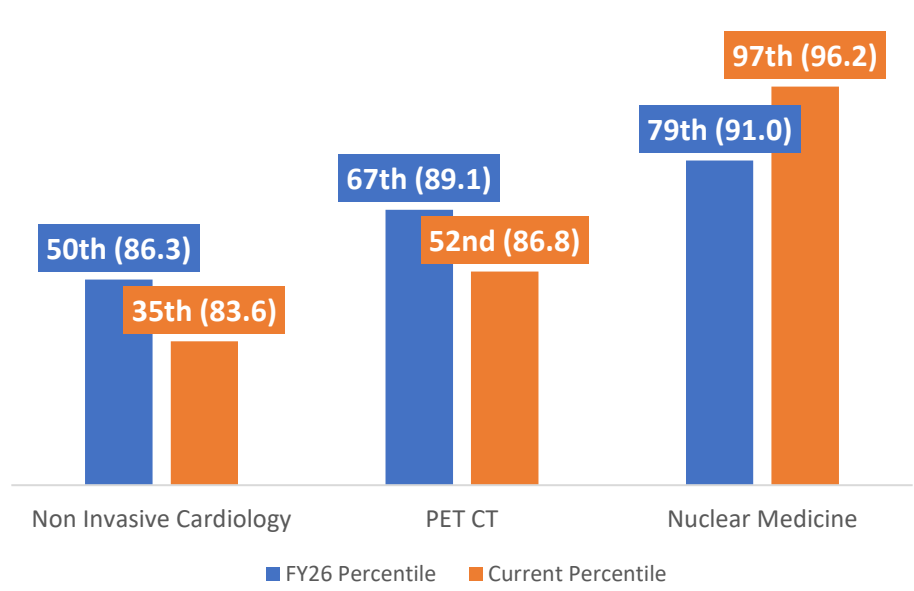
Human Understanding Benchmark

Human Understanding

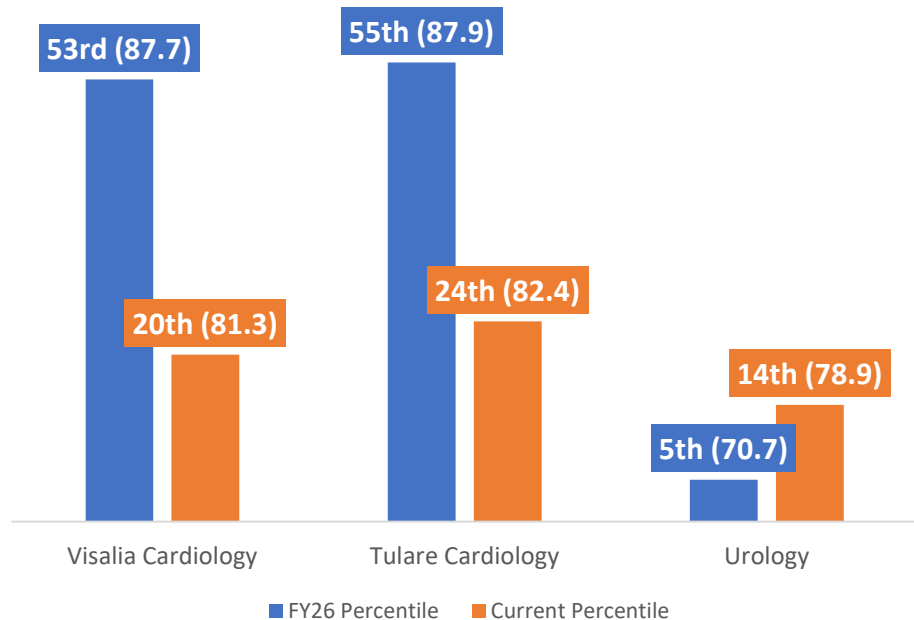


	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026
Understanding	74.1 n = 3,593	74.9 n = 3,510	76.0 n = 3,836	77.1 n = 3,949	76.5 n = 3,380	75.1 n = 3,813	76.4 n = 4,188	75.2 n = 3,854	75.3 n = 4,208	75.9 n = 4,081	74.6 n = 4,066	75.1 n = 4,008

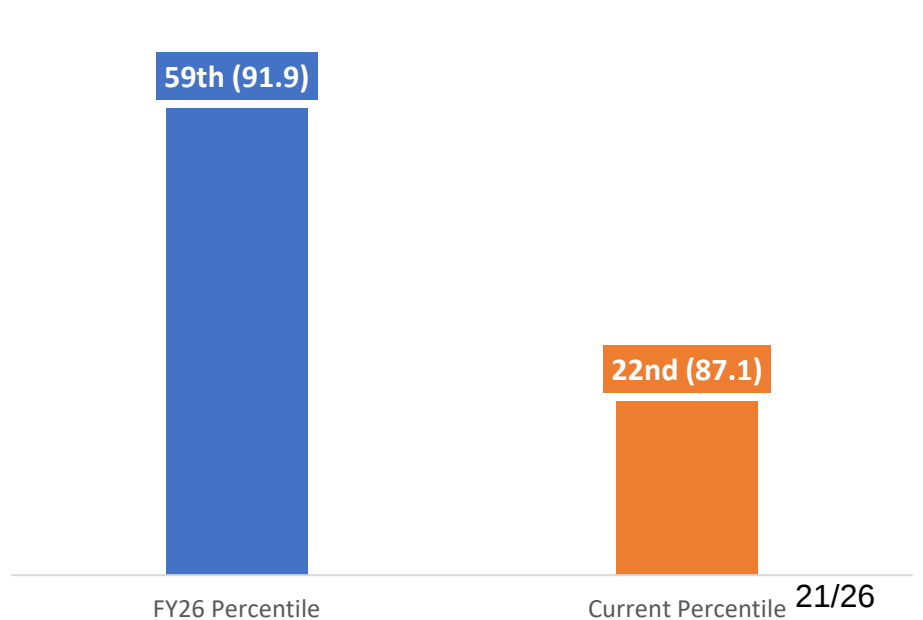
Understanding	Jul 2026 76.2 n = 3,948											
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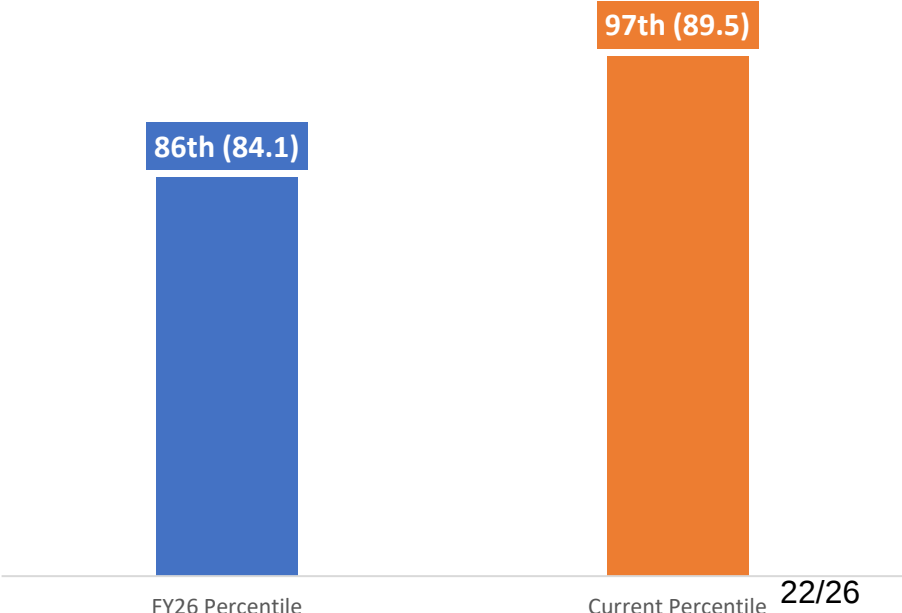
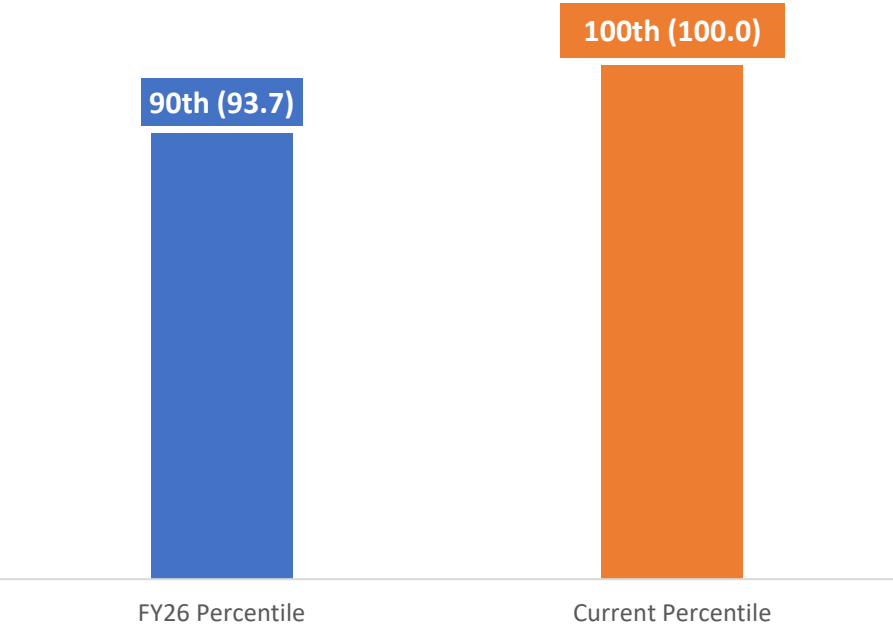
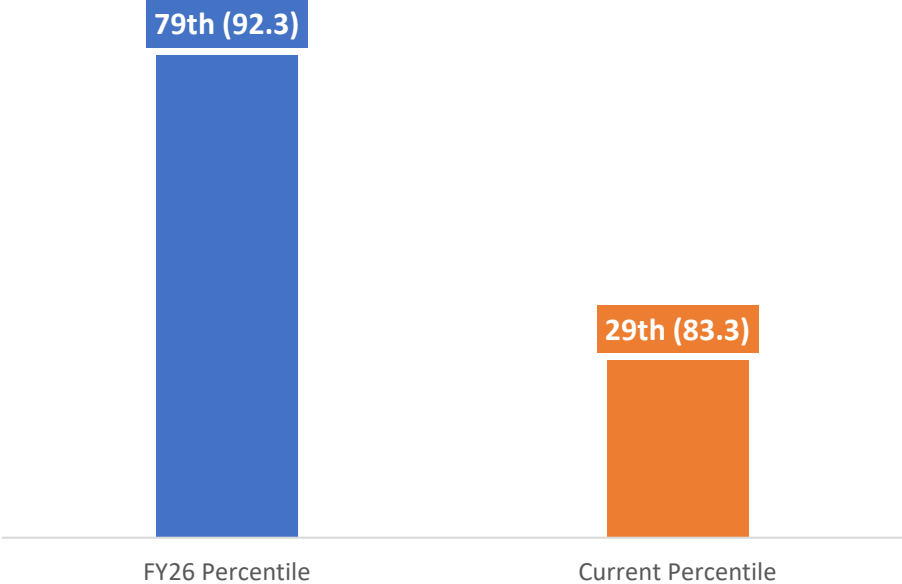
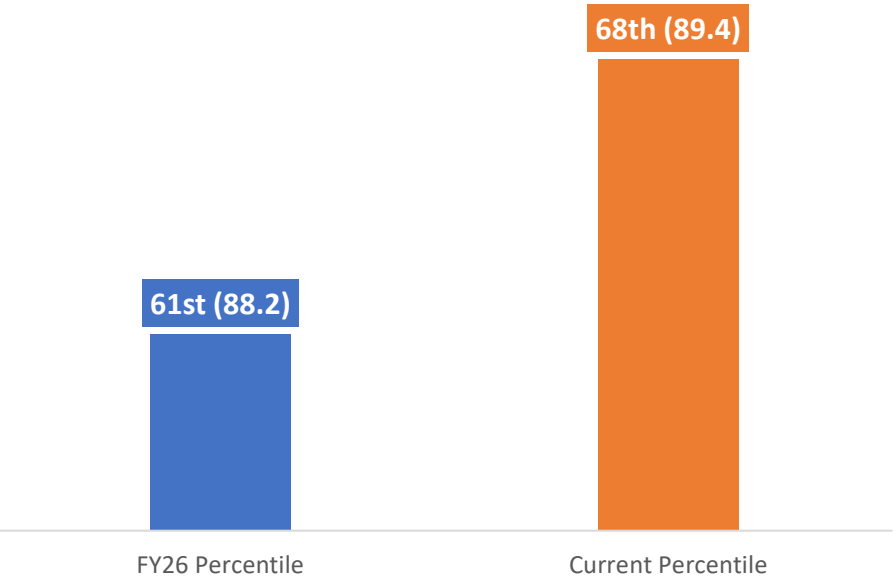


Specialty Clinics



Radiation Oncology

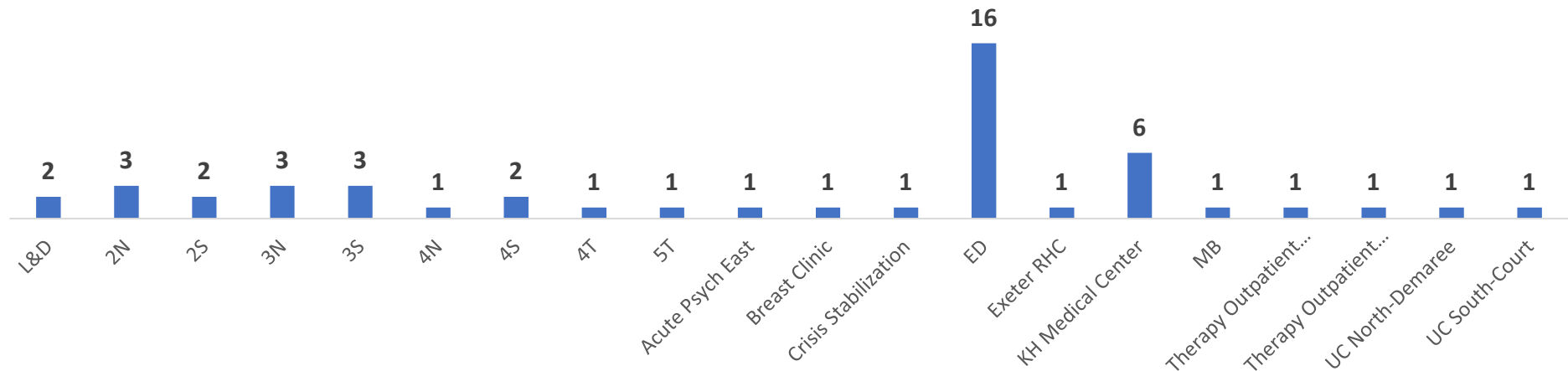




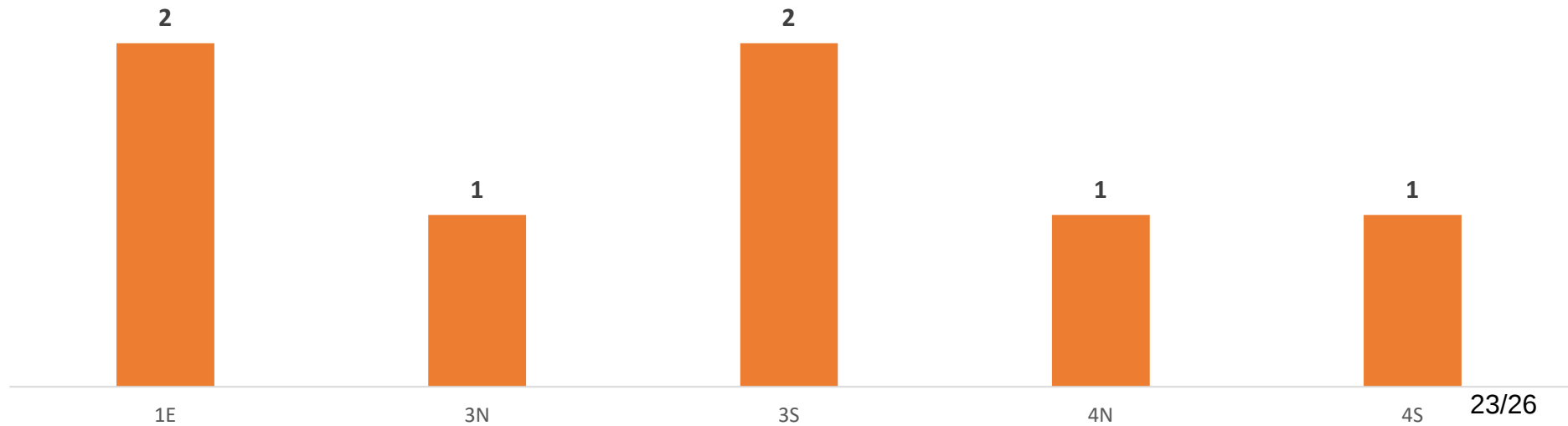
MIDAS: August 2026

56 Opened

Complaints & Grievances



Lost Belongings



Lost Belongings

FY27: 7/1/2026 – 8/31/2026

Total Reported in Midas: 25

25

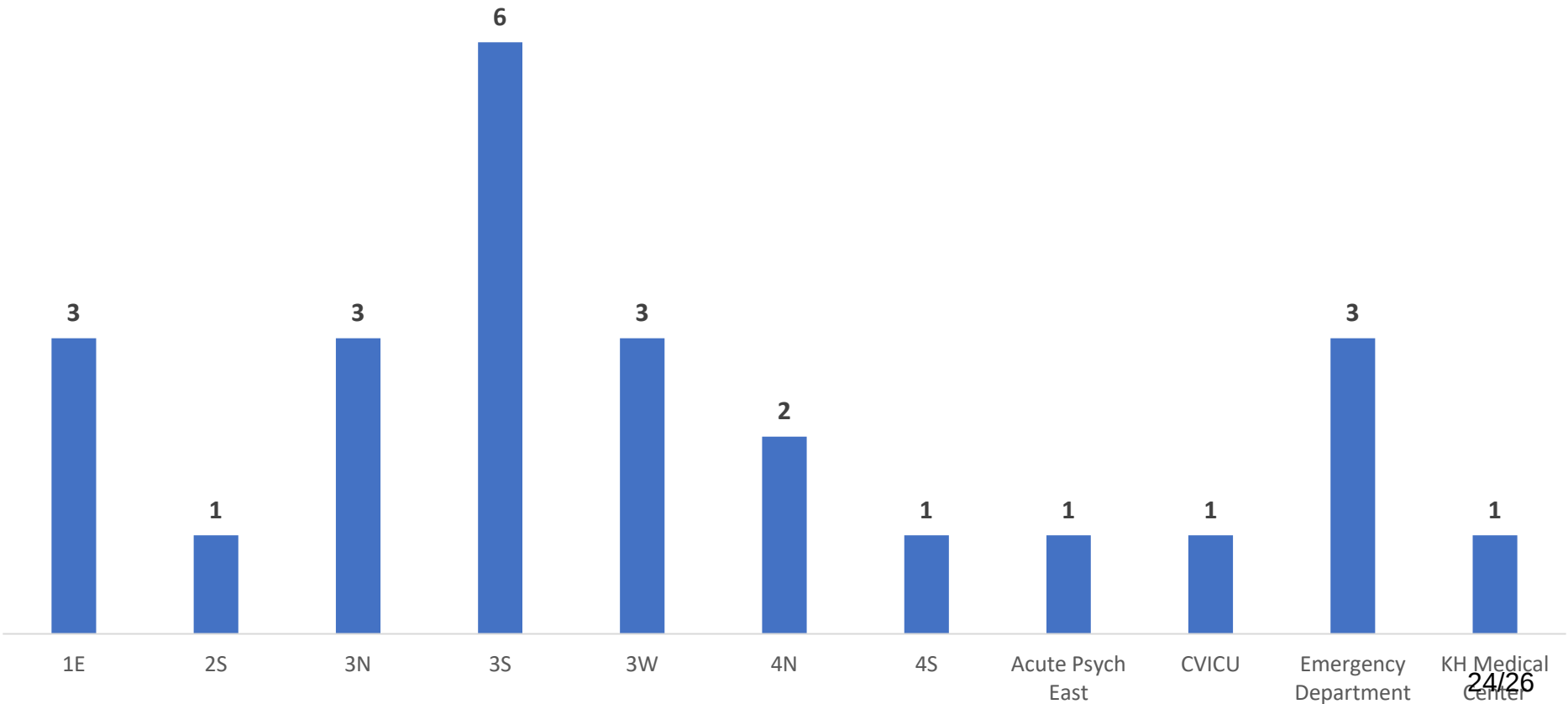
Total Cases

5

Closed

20

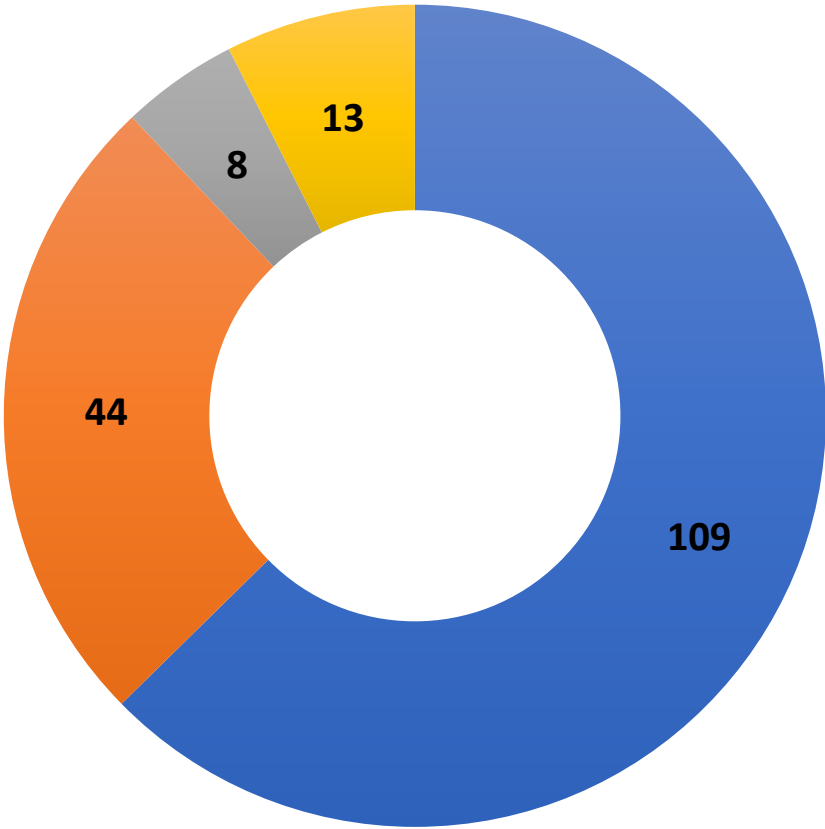
Open



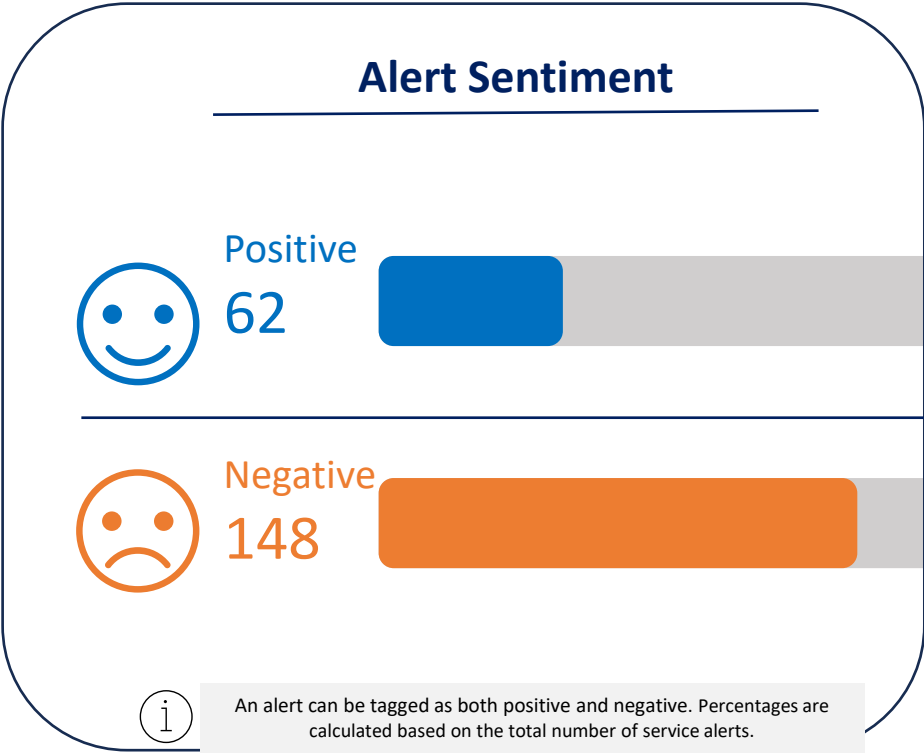
Service Alerts: July 2026

174

Total Service Alerts



- Open
- Closed - Resolved
- Closed - Unresolved
- Closed - No Action



Priorities

July 2026 Data

Question Friendly Text	Positive Score	Respondent n-size	Correlation Coefficient
Safety was priority	51.9	772	0.71
Trust providers w/ care	59.1	1,637	0.68
Spent enough time with patient	38.4	856	0.68
Care providers explain things	61.3	1,515	0.67
Received right treatment	63.7	673	0.60
Received consistent info	40.9	924	0.60
Nurses explained things understandably	57.8	306	0.57
Informed of delays	31.5	753	0.57
Care provider explain-if not better	67.5	885	0.56
Facility was clean	66.7	1,957	0.54
Easy to schedule	57.7	52	0.52
Providers knew medical history	33.8	275	0.50
Family involved as you wanted	61.6	701	0.48
Room quiet at night	44.2	260	0.46
Got info re; managing health	66.7	72	0.41
What to do if more questions	67.3	260	0.41