

Kaweah Delta Health Care District Board of Directors Committee Meeting

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

NOTICE

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, July 9, 2025:

- 4:00PM 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

DISTRIBUTION:

Governing Board, Legal Counsel, Executive Team, Chief of Staff, www.kaweahhealth.org

Kaweah Delta Health Care District

Board of Directors Committee Meeting

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

KAWEAH DELTA HEALTH CARE DISTRICT BOARD OF DIRECTORS PATIENT EXPERIENCE

Wednesday, July 9, 2025

Kaweah Health Medical Center

305 W. Acequia Ave – Executive Office Conference Room

Attending: Directors: Mike Olmos (Chair) and Armando Murrieta; Gary Herbst, Chief Executive Officer; Marc Mertz, Chief Strategy Officer; Deborah Volosin, Director of Patient and Community Experience; Sintayehu Yirgu, Patient Experience Advocate; Teresa Bobadilla, Patient Experience Data Analyst; and Lisette Mariscal, Recording

OPEN MEETING – 4:00 PM

CALL TO ORDER – Mike Olmos, Chair

PUBLIC / MEDICAL STAFF 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 minutes. Members of the public wishing to address the Board concerning items not on the agenda and within the jurisdictions of the Board are requested to identify themselves at this time. For those who are unable to attend the beginning of the Board meeting during the public participation segment but would like to address the Board, please contact the Board Clerk (Kelsie Davis 559-624-2330) or kedavis@kaweahhealth.org to make arrangements to address the Board.

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

- 1.1. [Patient Experience Structure Update](#)
- 1.2. [HCAHPS and Real Time Survey Scores](#)
- 1.3. [Patient Rounding](#)
- 1.4. [Patient Experience MIDAS](#)
- 1.5. [Service Alerts](#)
- 1.6. [Lost Belongings](#)
- 1.7. [Rotary Respite House](#)

ADJOURN – Mike Olmos, Chair

Kaweah Delta Health Care District

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Mike Olmos • Zone 1
President

Lynn Havard Mirviss • Zone 2
Vice President

Dean Levitan, MD • Zone 3
Board Member

David Francis • Zone 4
Secretary/Treasurer

Armando Murrieta • Zone 5
Board Member

Patient & Community Experience

PX Board Committee
July 2025



kaweahhealth.org



PHASES

- Completed
- Working on
- Not Started





Patient Experience Matters



Opportunities and insights to increase patient satisfaction.

Kaweah Health June 2025

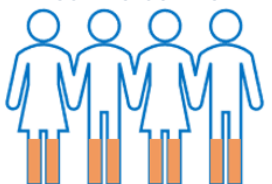
Fiscal Year Data

July 2024 – May 2025

Survey Scores



HCAHPS – 72.4
59th Percentile

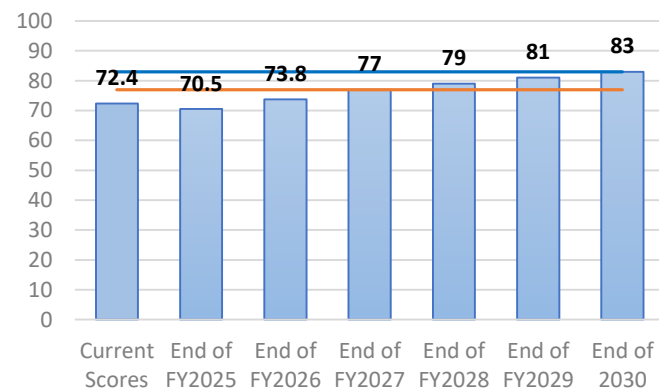


Inpatient
NPS – 62.6
38th Percentile



Medical Practice
NPS – 79.9
17th Percentile

5 Year HCAHPS Goal



75th

90th

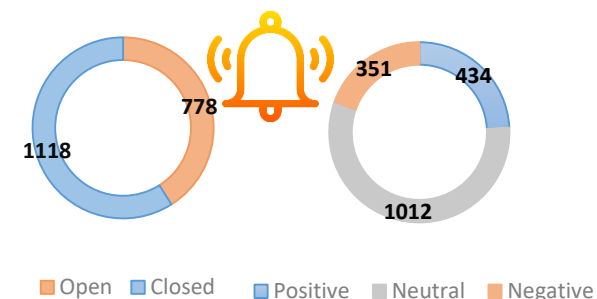
June 2025

Rounding
250
Rounds

MIDAS
67
Opened

PX
Phone
144 Calls

Service Alerts



Human Understanding – 70.8
7th Percentile

PRIORITIES FOR ORGANIZATION

- Quiet rooms at night
- Providers knowing medical history
- Explained what to do if not better after discharge
- Care providers listening
- Informed of delays

HCAHPS

HCAHPS Table

HCAHPS Key Drivers

HCAHPS Rank

Percent Submittable: 129.7% Submittable: 389 Needed: 300 Submittable Date Range: Jul 4, 2024 — Jul 3, 2025

CURRENT DATE RANGE

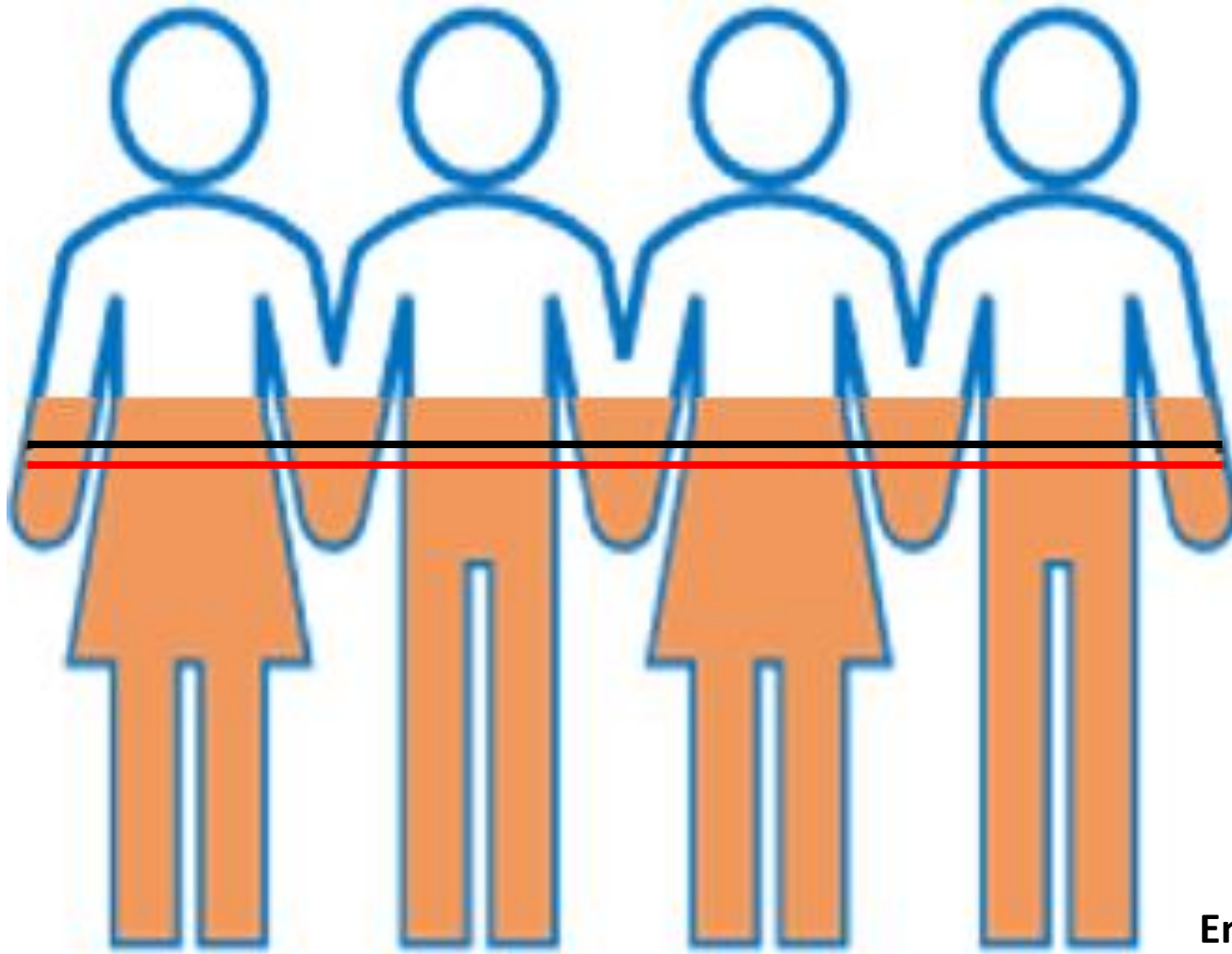
Jul 1, 2024 — May 31, 2025

PREVIOUS DATE RANGE

Jul 1, 2023 — May 31, 2024

Dimension	Previous Score	Current Score & Benchmark	Difference
Care Coordination	-	77.3% 71.7%	-
Care Transitions	49.0%	42.5% 52.0%	-6.5% ↓
Cleanliness	69.7%	67.9% 69.5%	-1.8% ↓
Communication About Meds	69.4%	71.9% 61.2%	2.5% ↑
Communication with Doctors	81.7%	83.6% 80.1%	1.9% ↑
Communication with Nurses	83.1%	82.8% 79.6%	-0.3% ↓
Discharge Information	91.1%	90.0% 87.4%	-1.1% ↓
Information About Symptoms	-	80.4% 72.4%	-
Overall Rating of Hospital	75.6%	74.9% 71.6%	-0.7% ↓
Responsiveness of Hospital Staff	70.1%	67.5% 62.6%	-2.6% ↓
Restfulness of Hospital Environment	66.6%	66.0% 57.3%	-0.6% ↓
Would Recommend Hospital	74.2%	72.7% 72.1%	-1.5% ↓

HCAHPS



Current Score: 72.7

59th Percentile

CMS Average Score: 70

51st Percentile

End of 2025 FY Goal: 70.5

52nd Percentile

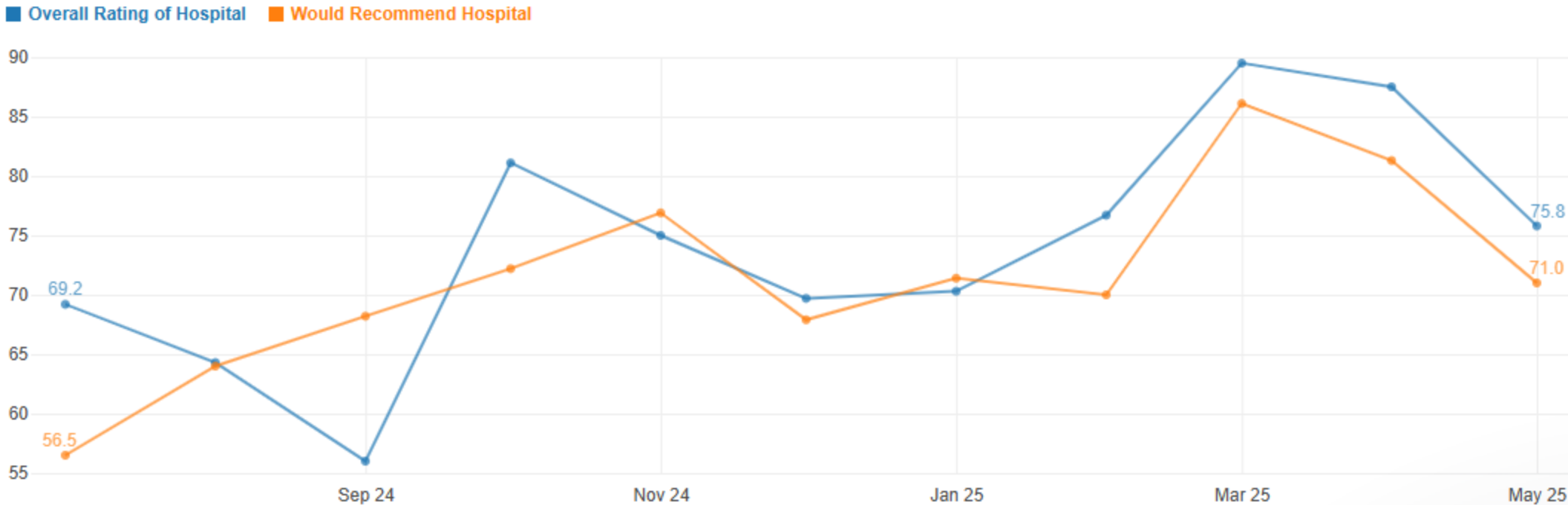
HCAHPS Trend

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Jul 01, 2024 - May 31, 2025



Dimension	Benchmark	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25
Overall Rating of Hospital	71.6	69.2 n = 26	64.3 n = 28	56.0 n = 25	81.1 n = 37	75.0 n = 44	69.7 n = 33	70.3 n = 37	76.7 n = 30	89.5 n = 38	87.5 n = 32	75.8 n = 33
Would Recommend Hospital	72.1	56.5 n = 23	64.0 n = 25	68.2 n = 22	72.2 n = 36	76.9 n = 39	67.9 n = 28	71.4 n = 35	70.0 n = 30	86.1 n = 36	81.3 n = 32	71.0 n = 31

Real Time Surveys - Inpatient

Benchmark

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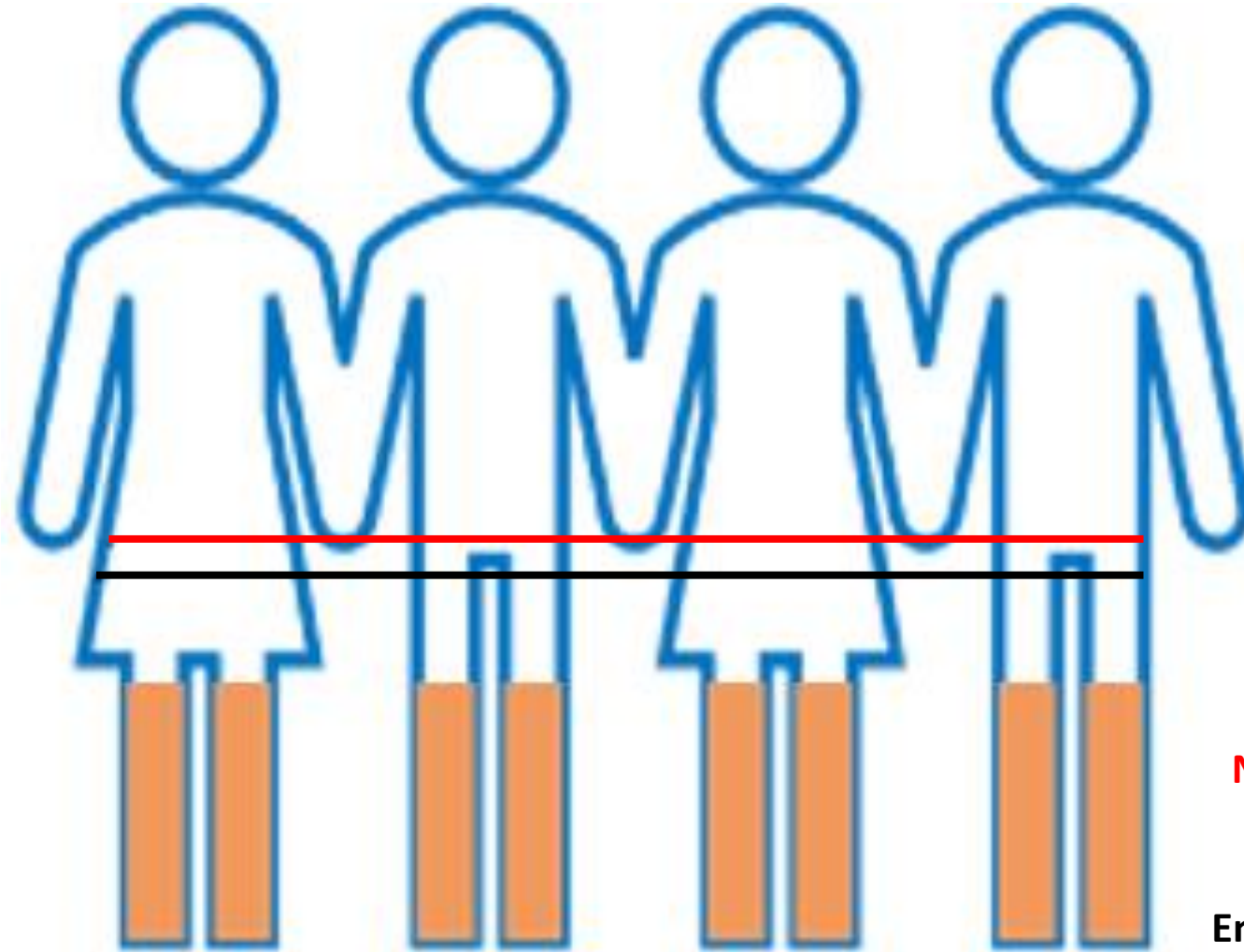
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Jul 01, 2024 - May 31, 2025

Question	Location	Provider
Providers knew medical history	31.9 18th n-size: 3,124	47.7
Nurses explained things	50.5 4th n-size: 3,051	72.6
Care providers listened	53.3 16th n-size: 3,012	67.6
Room quiet at night	42.7 27th n-size: 2,979	53.9
Facility was clean	55.2 16th n-size: 2,955	67.8
Care provider explain-if not better	55.3 32nd n-size: 2,906	63.9
Food services courtesy/respect	69.3 31st n-size: 2,851	75.5
Human Understanding	66.0 32nd n-size: 2,789	70.7
NPS: Facility would recommend	62.6 38th n-size: 2,734	66.7

Inpatient NPS



Current Score: 62.6

38th Percentile

NRC Average Score: 66.7

46th Percentile

End of 2025 FY Goal: 63.8

44th Percentile

Real Time Surveys - Inpatient

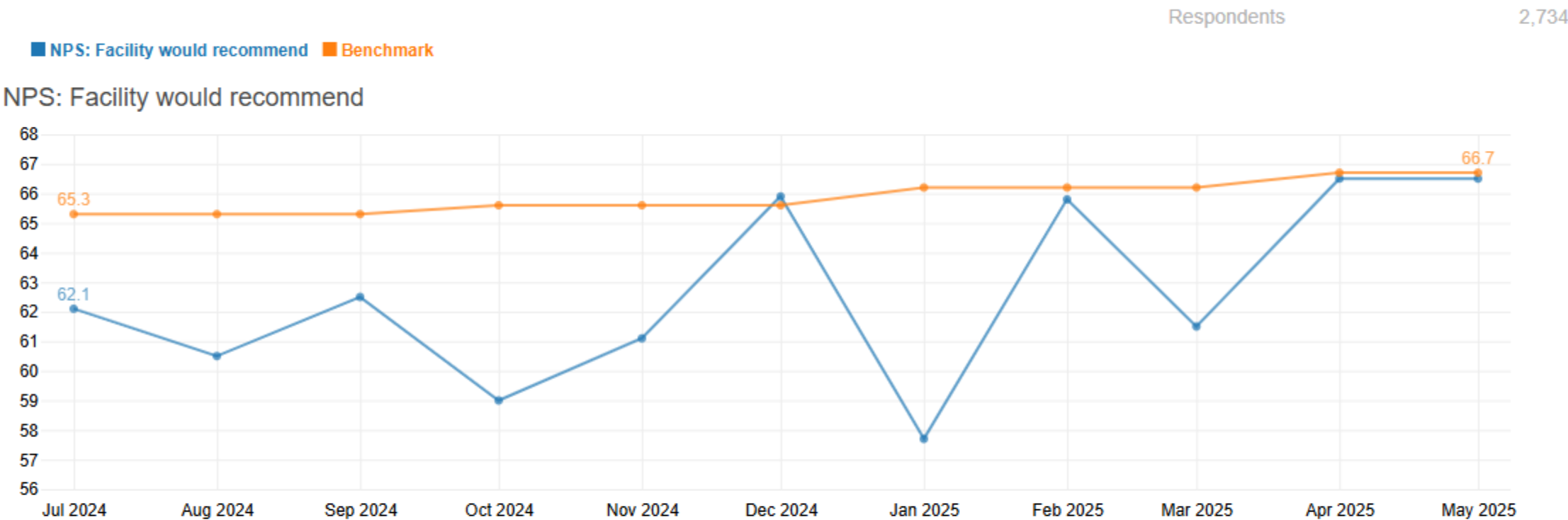
Trend

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Jul 01, 2024 - May 31, 2025 ▴



	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025
NPS: Facility would recommend	60.5 n = 261	62.5 n = 267	59.0 n = 288	61.1 n = 239	65.9 n = 229	57.7 n = 220	65.8 n = 272	61.5 n = 257	66.5 n = 224	66.5 n = 221

Real Time Surveys- Emergency

Benchmark

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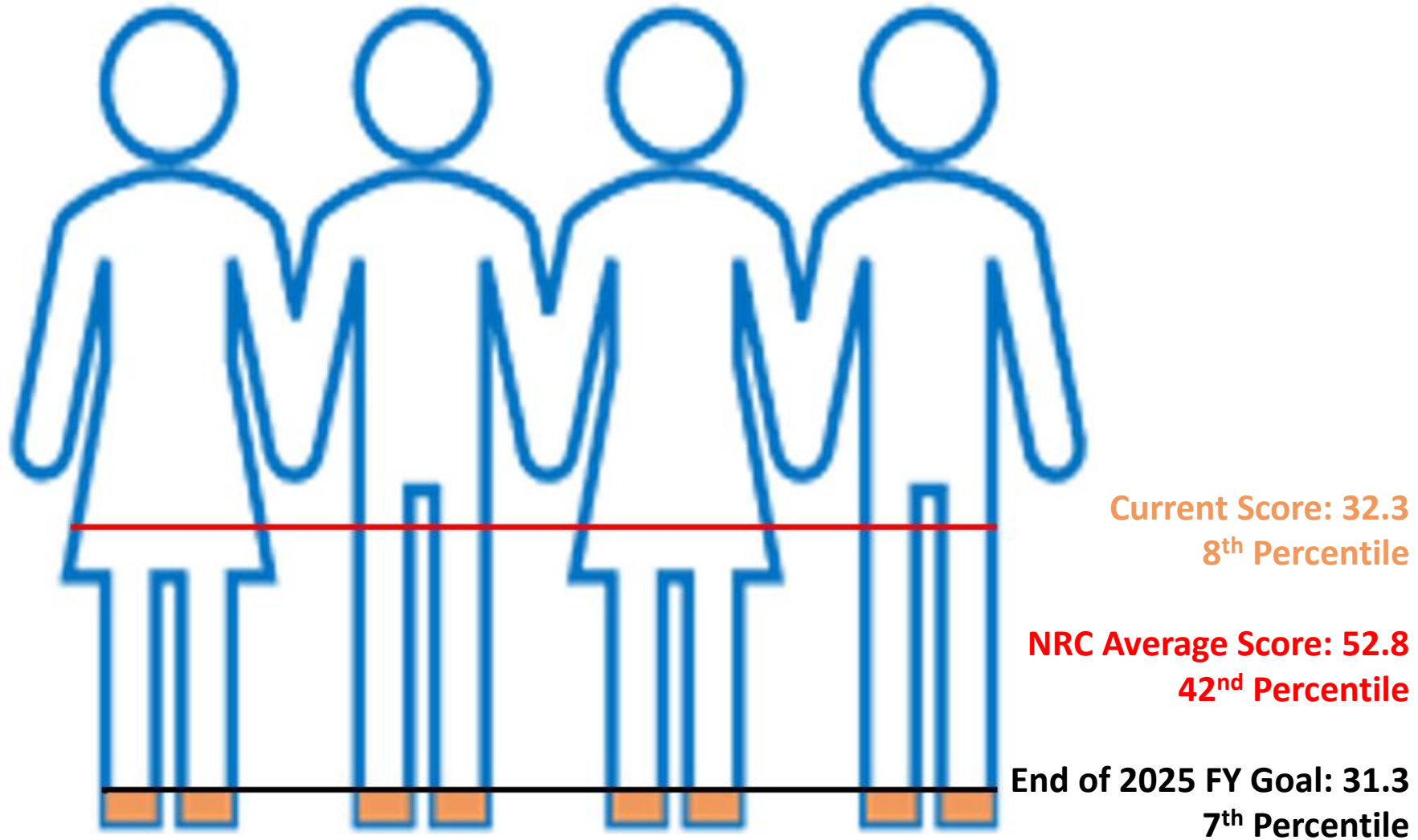
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Jul 01, 2024 - May 31, 2025 📅

Question	Location	Provider
Received consistent info	37.8 2nd n-size: 11,990	57.3
Trust providers w/ care	46.0 4th n-size: 11,585	61.5
Spent enough time with patient	37.3 4th n-size: 11,416	52.8
Care providers explain things	48.3 5th n-size: 11,287	62.1
Facility was clean	45.9 7th n-size: 10,919	65.5
Safety was priority	50.7 n-size: 10,434	52.6
Informed of delays	29.8 10th n-size: 10,221	39.3
Human Understanding	57.3 15th n-size: 10,091	67.4
NPS: Facility would recommend	32.3 8th n-size: 9,853	52.8
Family involved as you wanted	54.6 8th n-size: 9,512	68.4
Feeling worse than discharge	81.4 23rd n-size: 8,957	82.8
Questions about instruction	88.1 21st n-size: 8,828	86.4

Emergency Department NPS



Real Time Surveys - Emergency

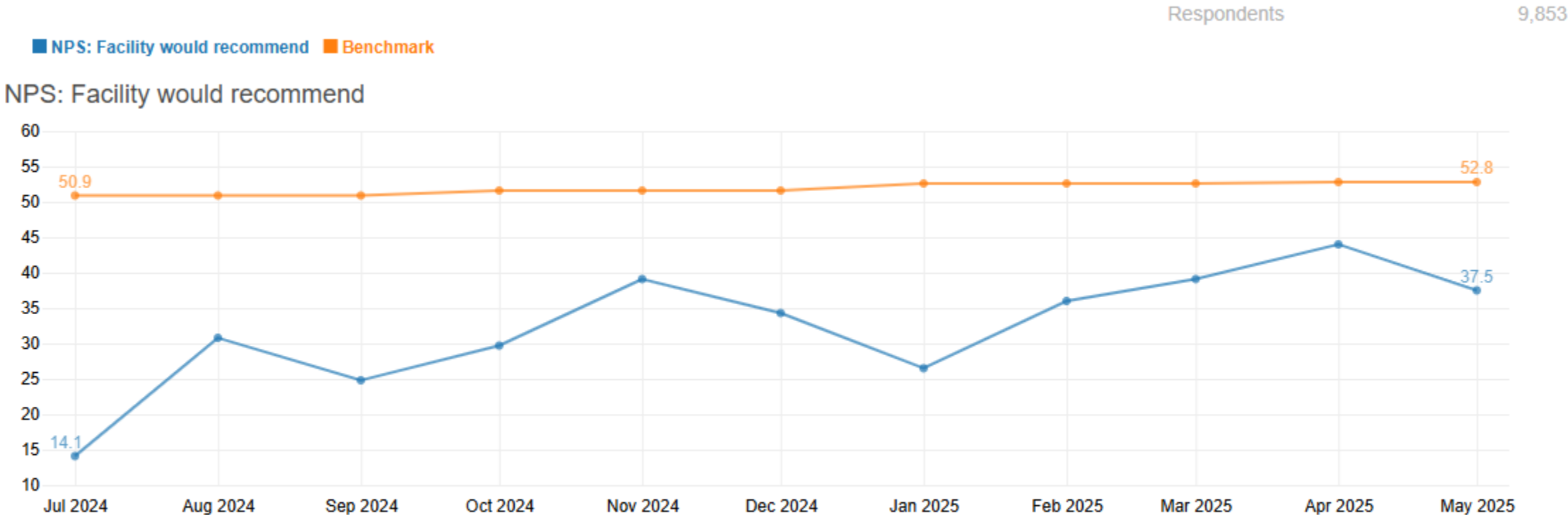
Trend

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Jul 01, 2024 - May 31, 2025



	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025
NPS: Facility would recommend	30.8 n = 1,056	24.8 n = 1,009	29.7 n = 960	39.1 n = 886	34.3 n = 846	26.5 n = 889	36.0 n = 850	39.1 n = 883	44.0 n = 789	37.5 n = 920

Real Time Surveys – Medical Practice

Benchmark

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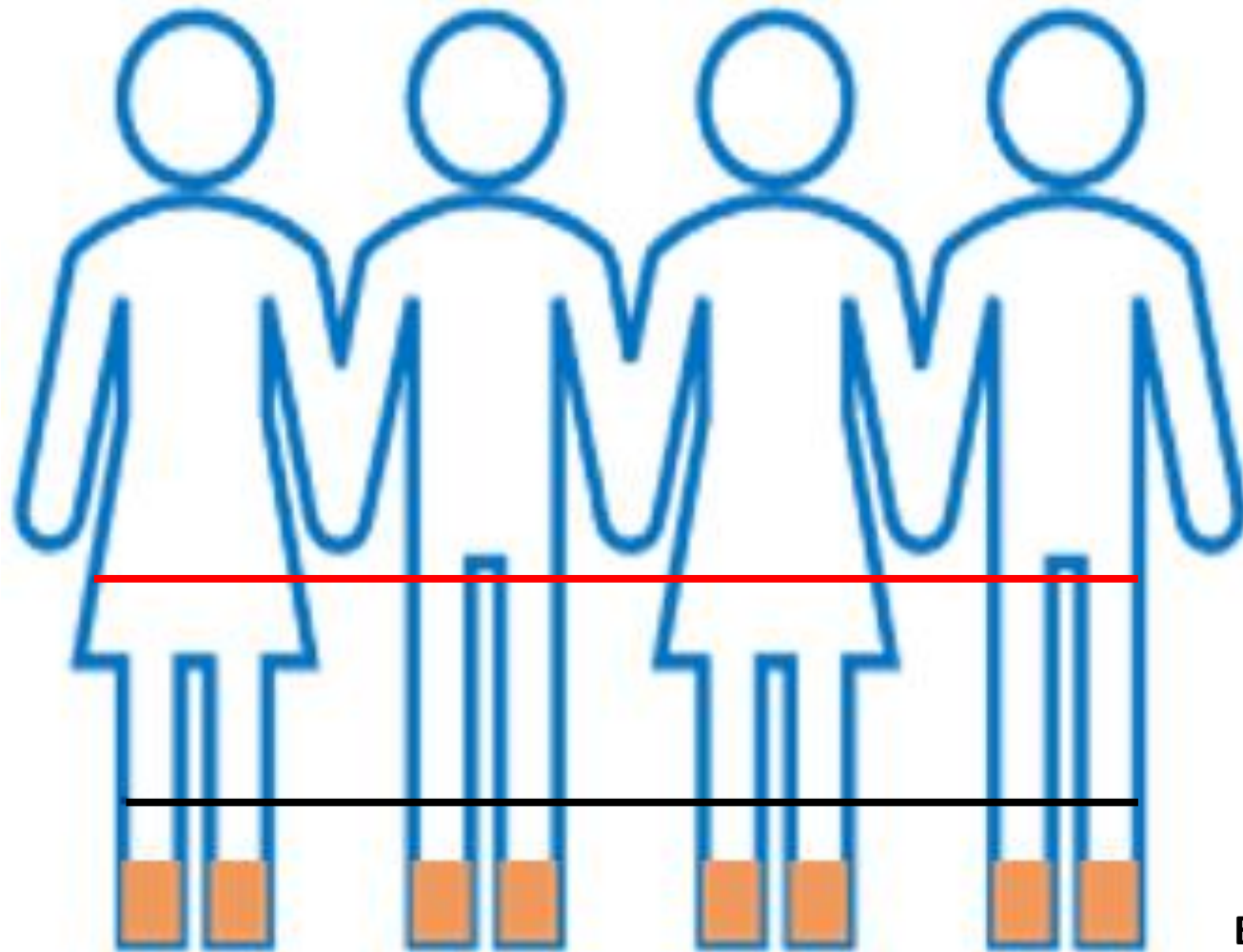
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Jul 01, 2024 - May 31, 2025

Question	Location	Provider
Trust provider w/ care	66.9 3rd n-size: 11,341	85.8
Provider listened	74.4 7th n-size: 11,117	86.9
Got enough info re: treatment	72.8 11th n-size: 10,962	82.7
Knew medical history	58.2 9th n-size: 10,839	74.7
Clean clinic	76.1 19th n-size: 10,733	85.5
Staff cleaned hands	63.5 5th n-size: 10,570	81.9
Office hours convenient	67.2 70th n-size: 10,386	57.0
Easy to schedule visit	70.0 47th n-size: 10,297	71.8
Human Understanding	78.5 12th n-size: 9,431	84.0
NPS: Provider would recommend	79.9 17th n-size: 9,158	86.9

Medical NPS



Current Score: 79.9

17th Percentile

NRC Average Score: 86.9

44th Percentile

End of 2025 FY Goal: 81.5

24th Percentile

Real Time Surveys – Medical Practice

Trend

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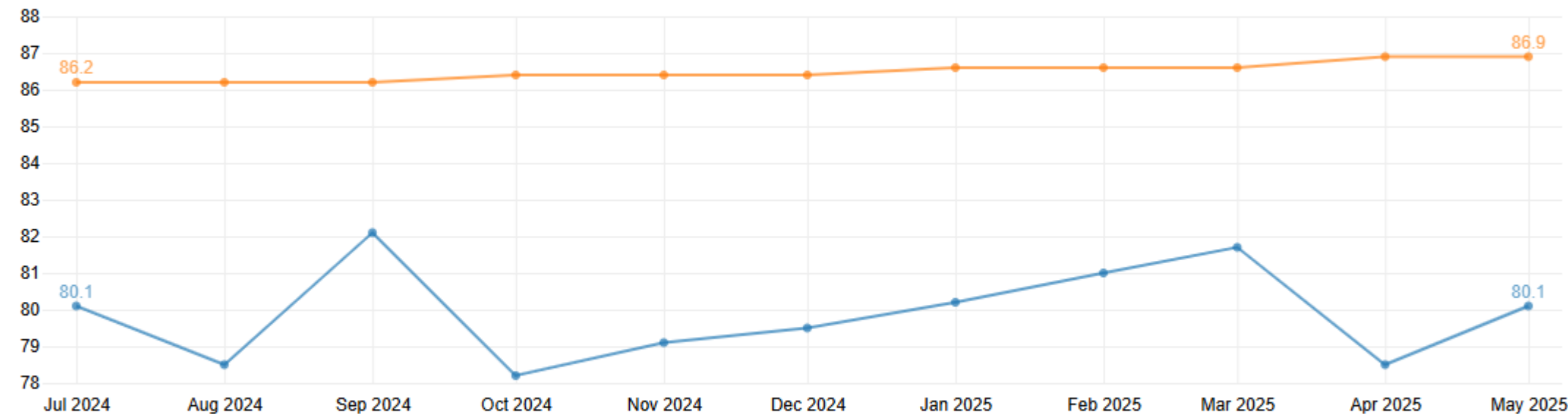
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Jul 01, 2024 - May 31, 2025

Respondents 9,158

■ NPS: Provider would recommend ■ Benchmark

NPS: Provider would recommend



	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025
NPS: Provider would recommend	80.1 n = 893	78.5 n = 968	82.1 n = 792	78.2 n = 878	79.1 n = 722	79.5 n = 702	80.2 n = 966	81.0 n = 878	81.7 n = 857	78.5 n = 769	80.1 n = 733

Real Time Surveys - Human Understanding

Benchmark

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Jul 01, 2024 - May 31, 2025

Question	Location	Provider
Human Understanding	70.8 7th n-size: 30,378	82.5

Real Time Surveys - Human Understanding

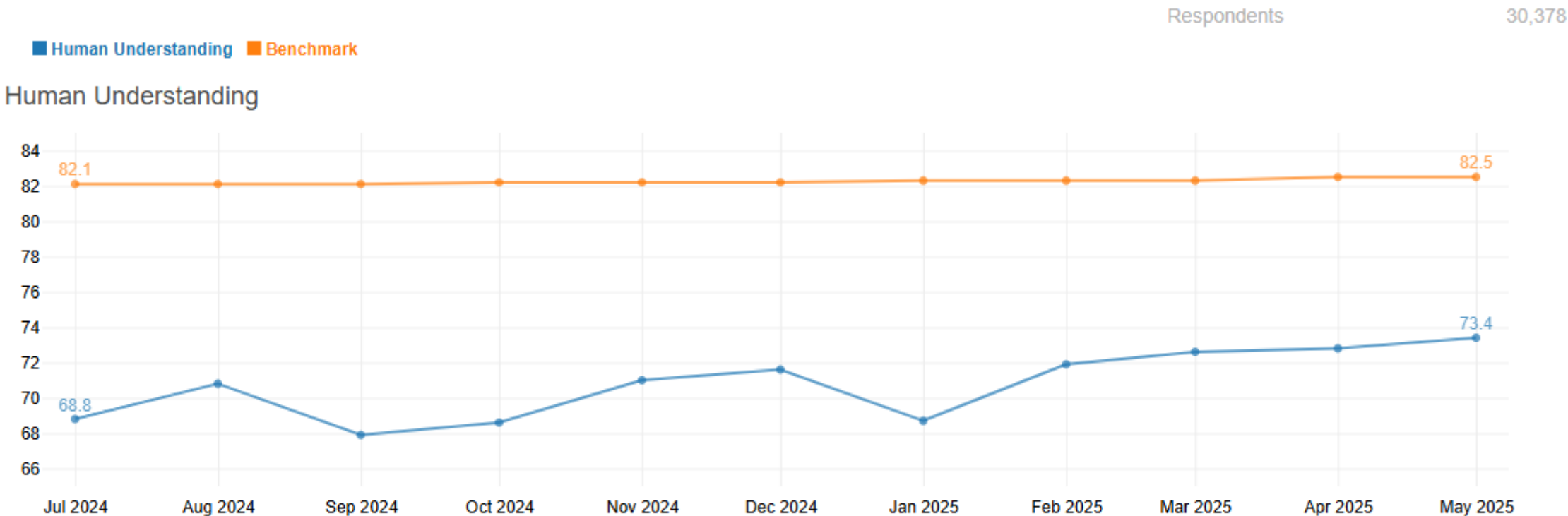
Trend

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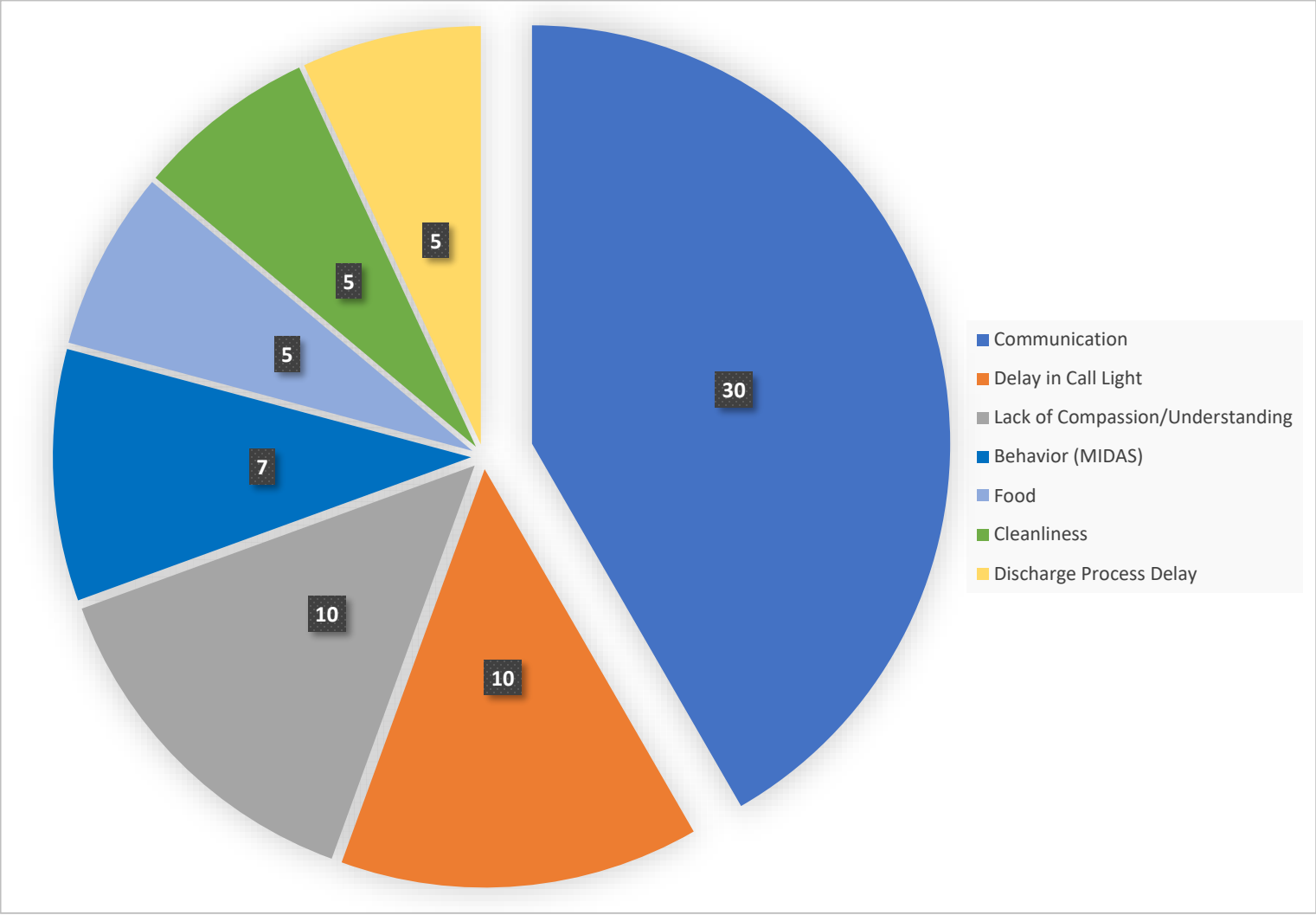
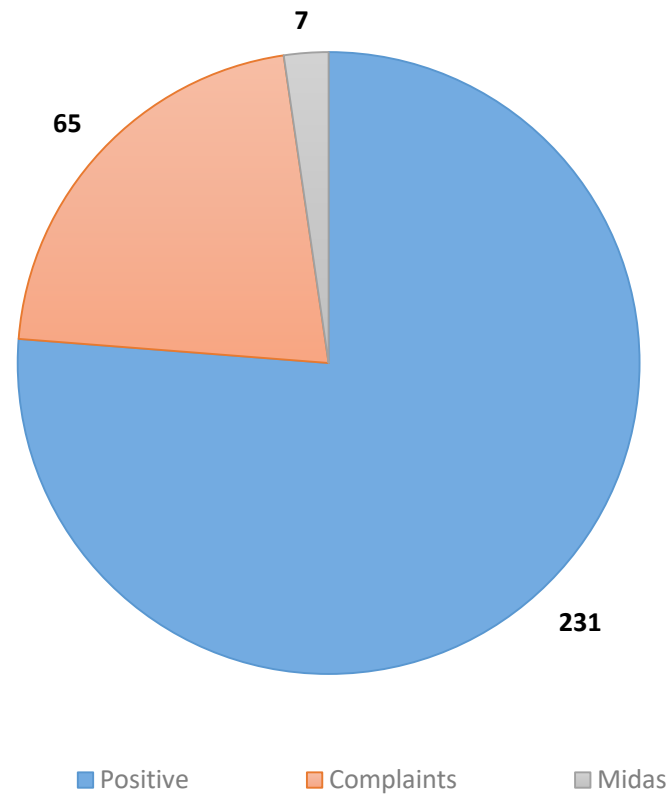
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Jul 01, 2024 - May 31, 2025



	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025
Human Understanding	70.8 n = 3,027	67.9 n = 2,695	68.6 n = 2,884	71.0 n = 2,473	71.6 n = 2,365	68.7 n = 2,828	71.9 n = 2,726	72.6 n = 2,768	72.8 n = 2,584	73.4 n = 3,359

250 PX Rounds



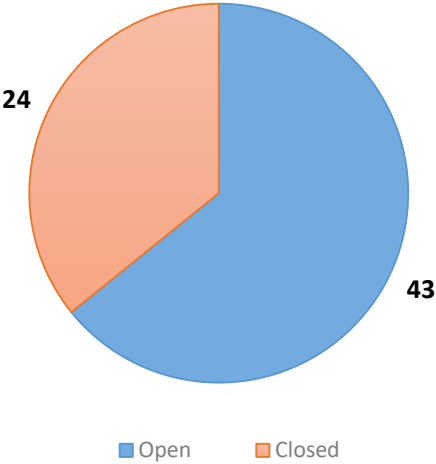
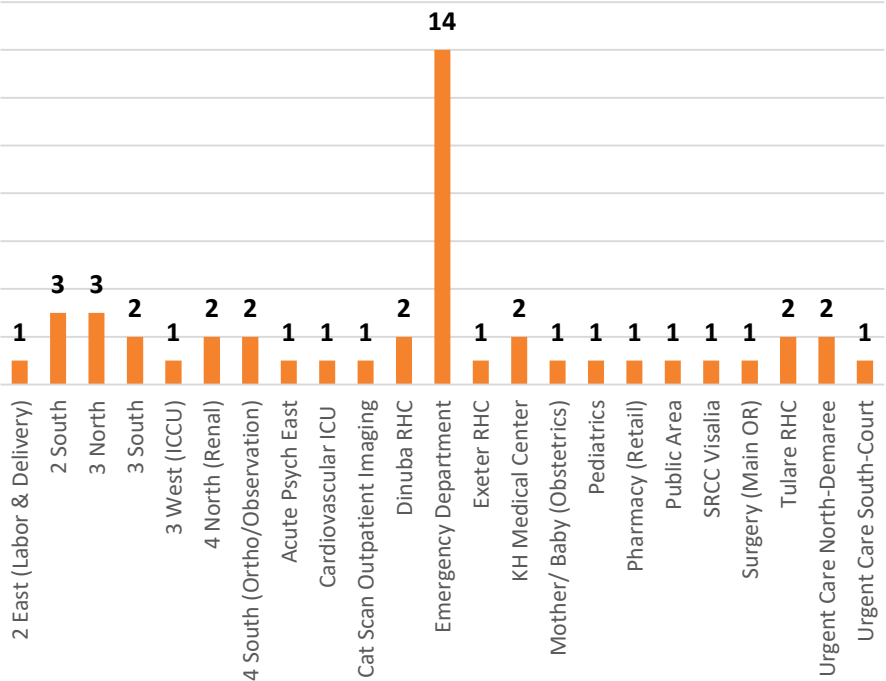
ROUNDING

June Executive Team Rounds = 8 executive rounds

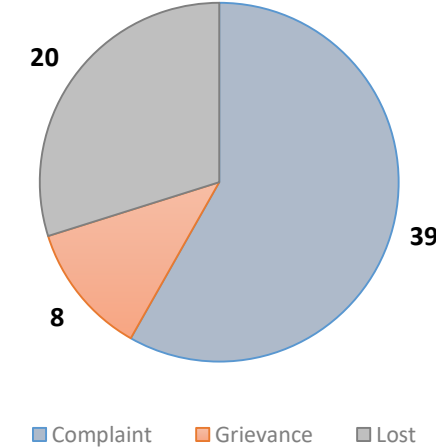
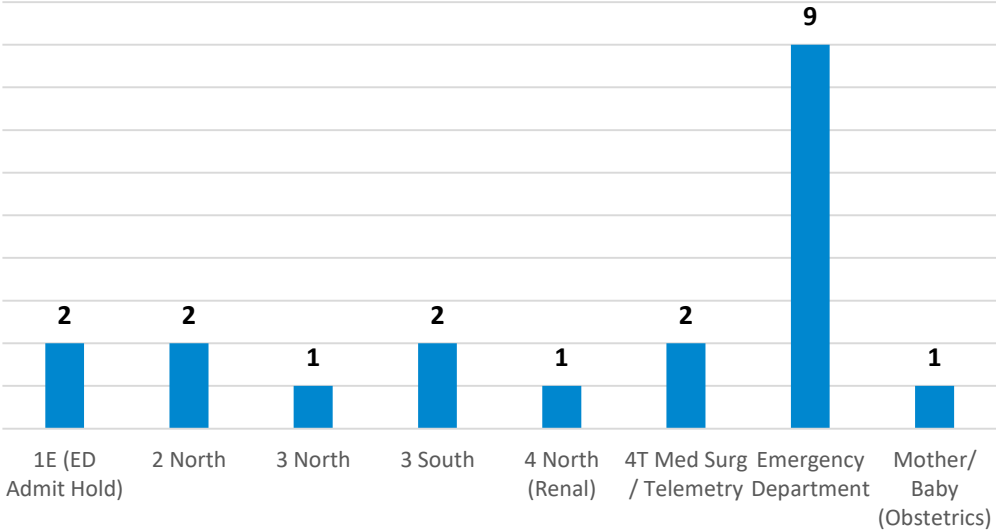
Executive	March	April	May	June
Gary H.		17-Apr	14-May	30-Jun
Marc M.		30-Apr	12-May	25-Jun
Jag B.	18-Mar		6-May	30-Jun
Malinda T.	5-Mar		19-May	19-Jun
Dianne C.		9-Apr		26-Jun
Schlene P.			13-May	19-Jun
Ben C.	24-Mar		29-May	11-Jun
Ryan G.	11-Mar	23-Apr		
Paul S.		21-Apr		
Doug L.	24-Mar			5-Jun

67 PX MIDAS

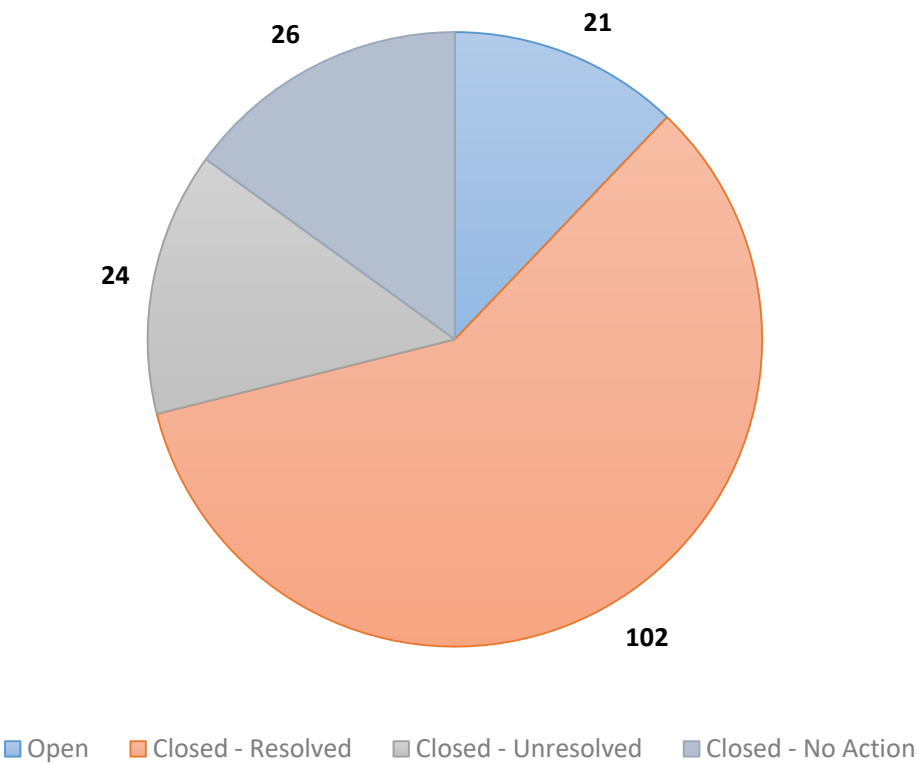
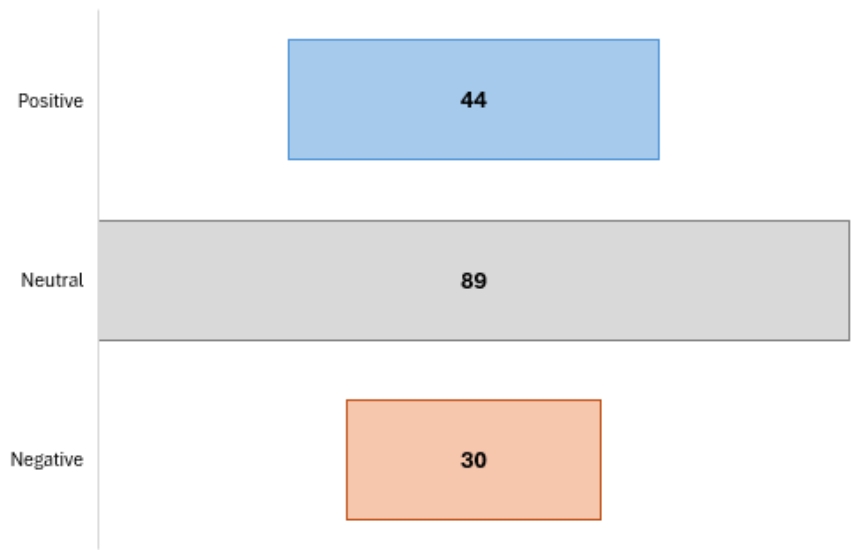
Complaints & Grievances



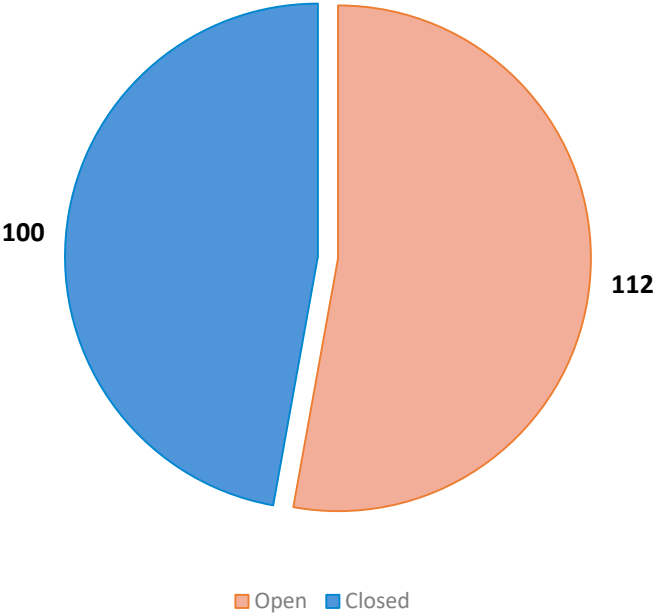
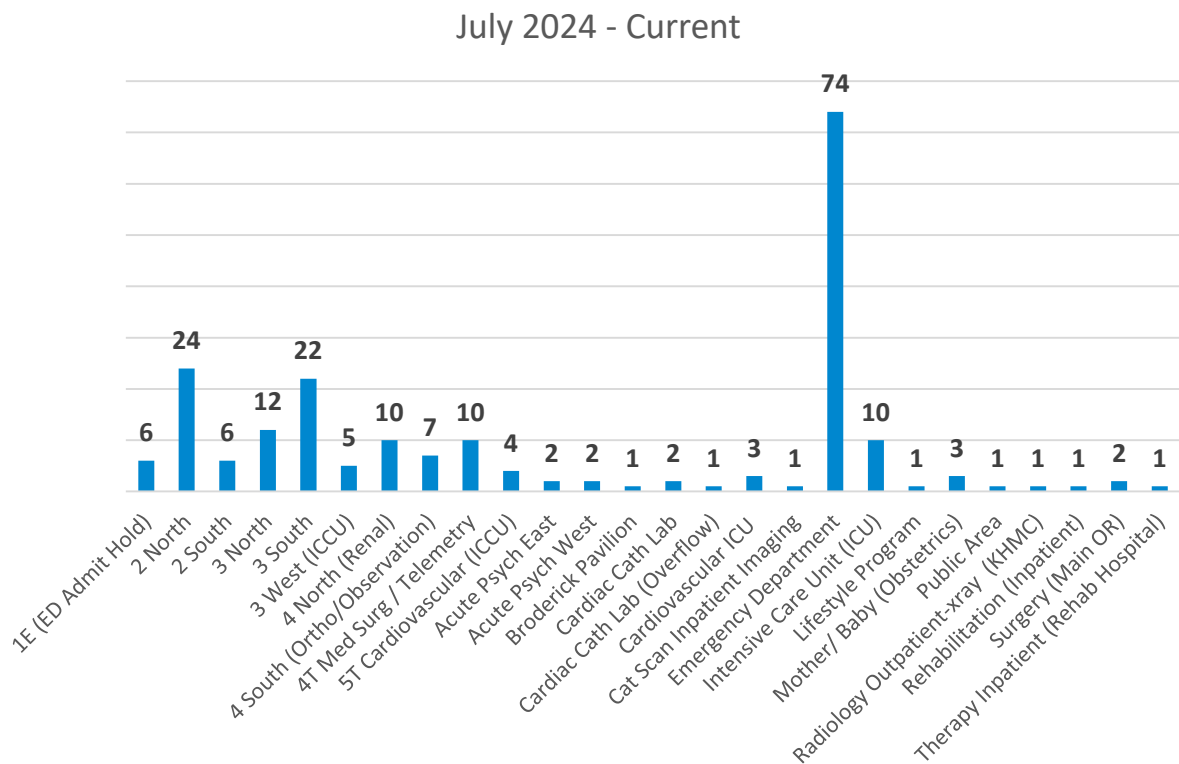
Lost Belongings



173 Service Alerts



212 Lost Belongings (FY25)





Refer Out-of-Town Families to Kaweah Health's Rotary Respite House

Does your patient have family that has traveled from out of the area and is in need of inexpensive lodging?

Reach out to Patient Family Services to see if they qualify to use the Rotary Respite House. The two units are minutes from the hospital, fully furnished, and offer a quiet, supportive place to rest and recharge.

Rotary Respite House offers:

- Two fully furnished units
- Full kitchen, living rooms, and laundry



This amenity is brought to you through a partnership between Visalia Rotary Community Foundation and Kaweah Health.

How to help: Contact Patient and Family Services at (559) 624-2257 for more information.

KaweahHealth.org/RespiteHouse