

# 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, September 10, 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; Marlo Montejano, Patient Experience Liaison; 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.

**1. MINUTES** – Review of minutes from July 2025.

**2. INTRODUCTIONS** – Introduction of Marlo Montejano, Patient Experience Liaison

**3. 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 Experience MIDAS
- 1.4. Lost Belongings
- 1.5. Patient Rounding
- 1.6. Service Alerts

**ADJOURN** – Mike Olmos, 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.