

# 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, September 10, 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](mailto: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](http://www.kaweahhealth.org)

**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

# 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. 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](mailto:kedavis@kaweahhealth.org) to make arrangements to address the Board.

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](#)

# Kaweah Delta Health Care District

## Board of Directors Committee Meeting

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### **ADJOURN** – Mike Olmos, Chair

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Board Member

# 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 9, 2025**

**Kaweah Health Medical Center – Executive Office Conference Room**

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

**CALL TO ORDER** – This meeting was called to order at 4:02 PM by Mike Olmos.

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

#### **PATIENT EXPERIENCE –**

- 1.1. Deborah Volosin provided a report on the current phases of the Patient Experience initiative. (see Attachment 1.1 of the agenda)
- 1.2. Teresa Bobadilla presented the latest data from HCAHPS survey and reviewed the Patient Experience dashboard. (see Attachment 1.2 of the agenda)
- 1.3. Sintayehu Yirgu reported on patient rounding metrics for the month of June. (see Attachment 1.3 of the agenda)
- 1.4 – 1.7. Discussion on agenda items 1.4 through 1.7 were deferred.

Adjourned at 5:17 PM

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# Patient & Community Experience




PX Board Committee  
September 2025



[kaweahhealth.org](http://kaweahhealth.org)



# PHASES

-  Completed
-  Working on
-  Not Started

Phase 1  
Assess the Current State and Build Team

PX Team

- ED Liaison

Phase 2  
Define Goals

NRC / ET

- Organizational/Unit Goals Set

Phase 3  
Engage Key Stakeholders

Quarterly meetings with inpatient leaders

GME New Resident Orientation

Phase 4  
Develop & Implement PX Strategy and Processes

Patient Rounding

Units

PX Phone Line

MIDAS

Service Recovery Tools

PFAC

Org Dev/ Volunteer

Phase 5  
Analyze Feedback Determine Impact

PX Steering

Kaweah Care

NRC

WMTY

Visitor Policy





## Patient Experience Matters



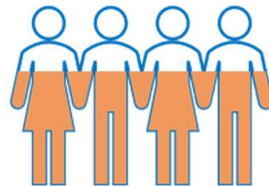
Opportunities and insights to increase patient satisfaction.

# Kaweah Health August 2025

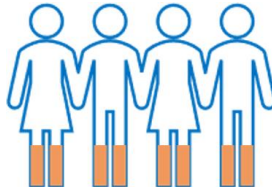
### Fiscal Year Data

July 2025

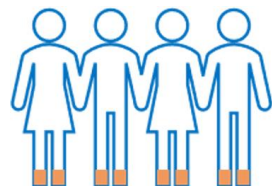
#### Survey Scores



HCAHPS – 74.3  
65<sup>th</sup> Percentile

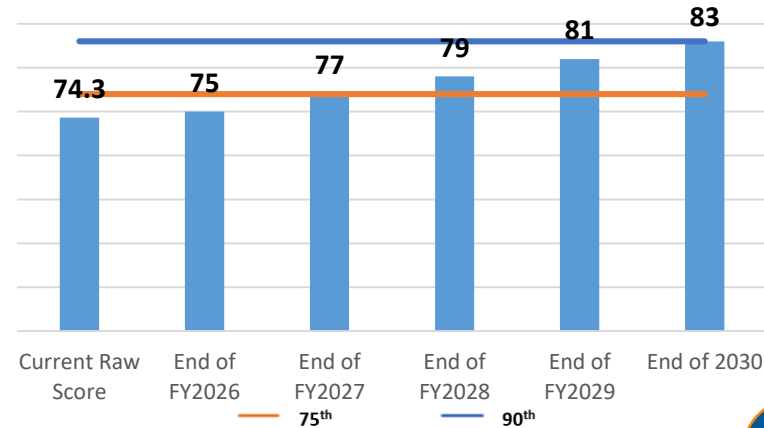


Inpatient  
NPS – 60.2  
32<sup>nd</sup> Percentile



Medical Practice  
NPS – 85.2  
14<sup>th</sup> Percentile

#### 5 Year HCAHPS Goal



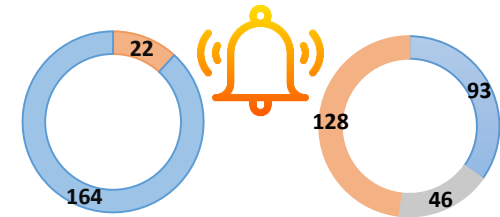
August 2025

Rounding  
150  
Rounds

MIDAS  
73  
Opened

PX  
Phone  
79 Calls

#### Service Alerts



Open Closed Positive Neutral Negative

Human Understanding – 74.1  
10<sup>th</sup> Percentile

#### PRIORITIES FOR ORGANIZATION

- Quiet rooms at night
- Informed of delays
- Explained what to do if not better after discharge
- Providing consistent information
- Explaining things understandably



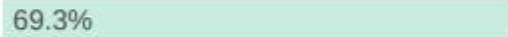

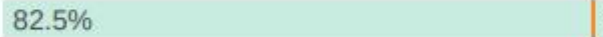
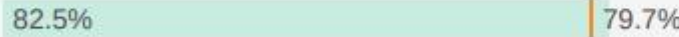
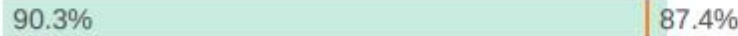

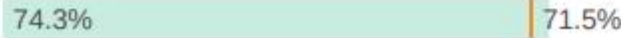
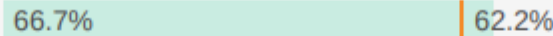

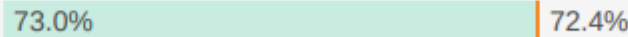
Patient Experience Phone Line – X5151

Patient Experience Office Hours – Tuesday 9:00am-10:00am, Friday 2:00pm-3:00pm; (G2Meeting)

Percent Submittable: **137.7%**   Submittable: 413   Needed: 300   Submittable Date Range: Sep 5, 2024 — Sep 4, 2025

CURRENT DATE RANGE  
**Jul 1, 2024 — Jul 31, 2025**

PREVIOUS DATE RANGE  
**Jul 1, 2023 — Jul 31, 2024**

Dimension	Previous Score	Current Score & Benchmark	n-size	Difference
Care Coordination	-	76.0%  72.5%	250	-
Care Transitions	48.8%	42.5%  52.1%	190	-6.3% ↓
Cleanliness	69.2%	69.3%  69.6%	440	0.1% ↑
Communication About Meds	68.9%	73.2%  61.4%	205	4.3% ↑
Communication with Doctors	81.8%	82.5%  80.2%	445	0.7% ↑
Communication with Nurses	82.4%	82.5%  79.7%	446	0.1% ↑
Discharge Information	91.3%	90.3%  87.4%	404	-1.0% ↓
Information About Symptoms	-	80.5%  73.1%	220	-
Overall Rating of Hospital	75.0%	74.3%  71.5%	432	-0.7% ↓
Responsiveness of Hospital Staff	70.0%	66.7%  62.2%	421	-3.3% ↓
Restfulness of Hospital Environment	66.3%	66.4%  56.7%	444	0.1% ↑
Would Recommend Hospital	73.6%	73.0%  72.4%	407	-0.6% ↓

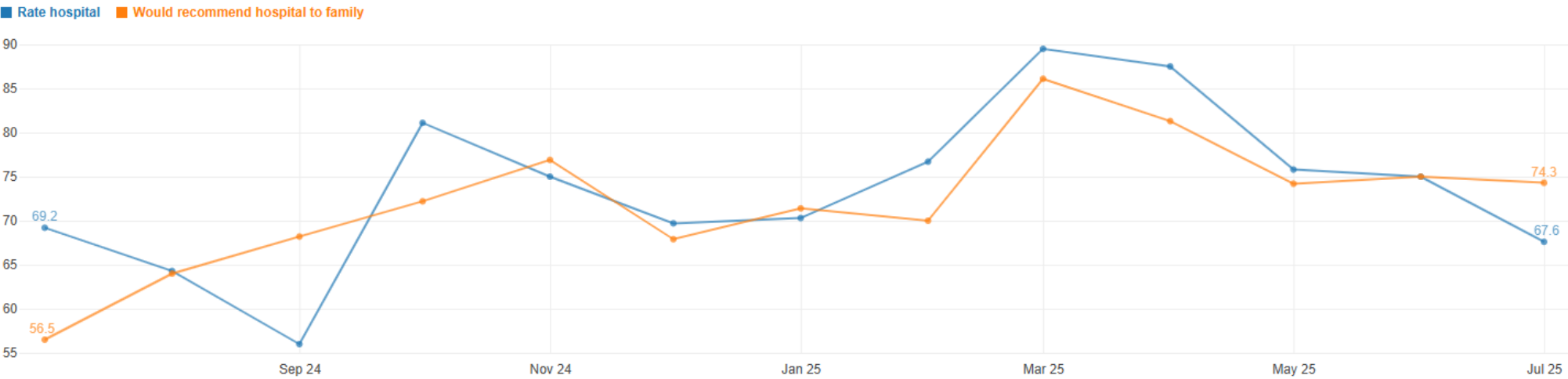
HCAHPS Trend

☆ Favorite

📄 Subscribe

📄 Export

Jul 01, 2024 - Jul 31, 2025



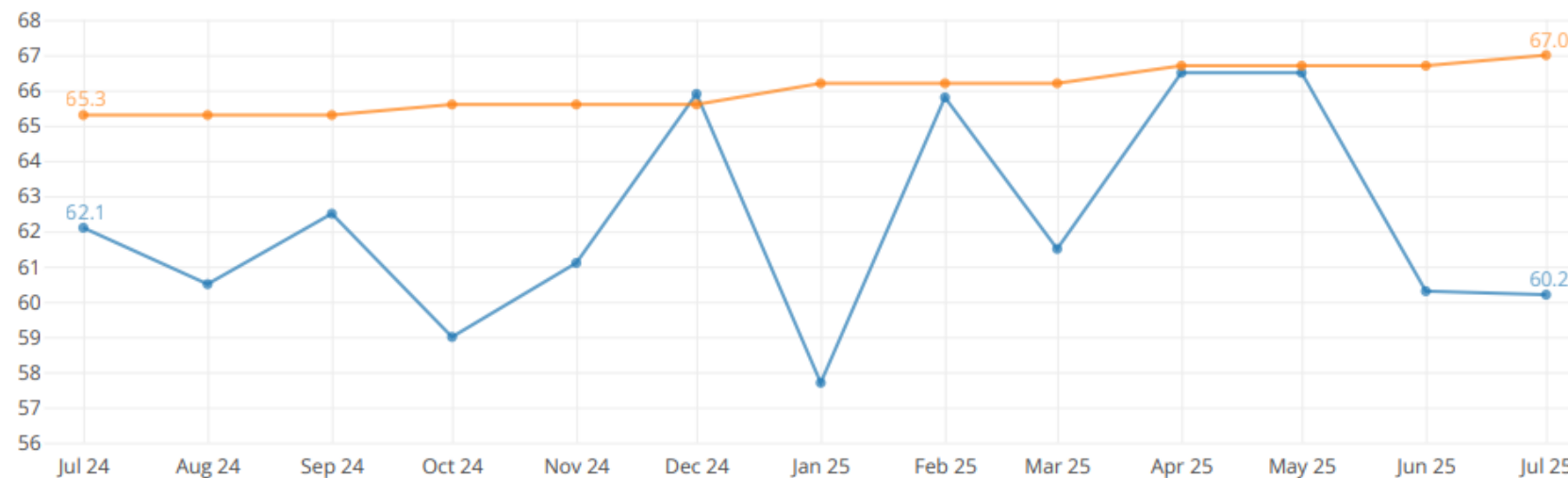
Question	Benchmark	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
Rate hospital	71.5	69.2 n = 26	64.3 n = 28	56.0 n = 25	81.1 n = 37	75.0 n = 44	69.7 n = 33	70.3 n = 37	76.7 n = 30	89.5 n = 38	87.5 n = 32	75.8 n = 33	75.0 n = 36
Would recommend hospital to family	72.4	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	74.2 n = 31	75.0 n = 36
		Benchmark										Jul 25	
Rate hospital		71.5										67.6 n = 34	
Would recommend hospital to family		72.4										74.3 n = 35	

Respondents

3,235

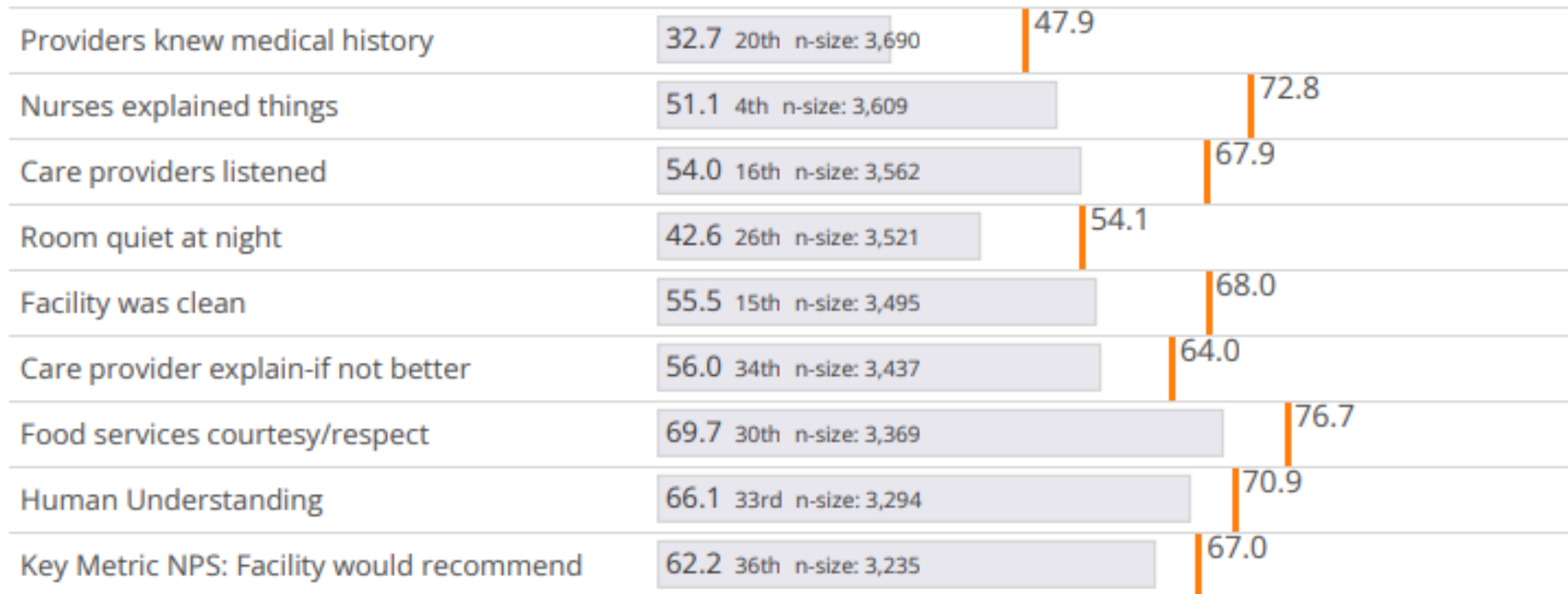
■ NPS: Facility would recommend ■ Benchmark

NPS: Facility would recommend



	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025
NPS: Facility would recommend	62.1 n = 256	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	60.3 n = 242
NPS: Facility would recommend	60.2 n = 259											

## Benchmark | Question (Inpatient)

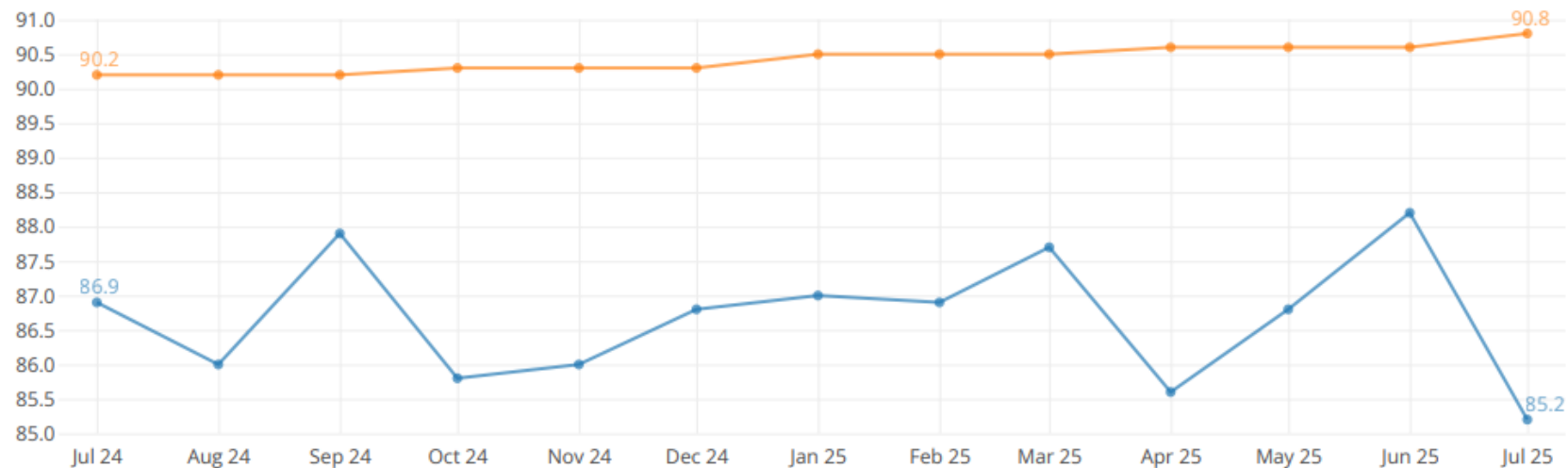


Respondents

10,597

■ Provider would recommend ■ Benchmark

## Provider would recommend



	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
Provider would recommend	86.9 n = 893	86.0 n = 968	87.9 n = 792	85.8 n = 878	86.0 n = 722	86.8 n = 702	87.0 n = 966	86.9 n = 878	87.7 n = 857	85.6 n = 769	86.8 n = 733	88.2 n = 669
Provider would recommend	85.2 n = 770											

## Benchmark | Question (Med Practice)



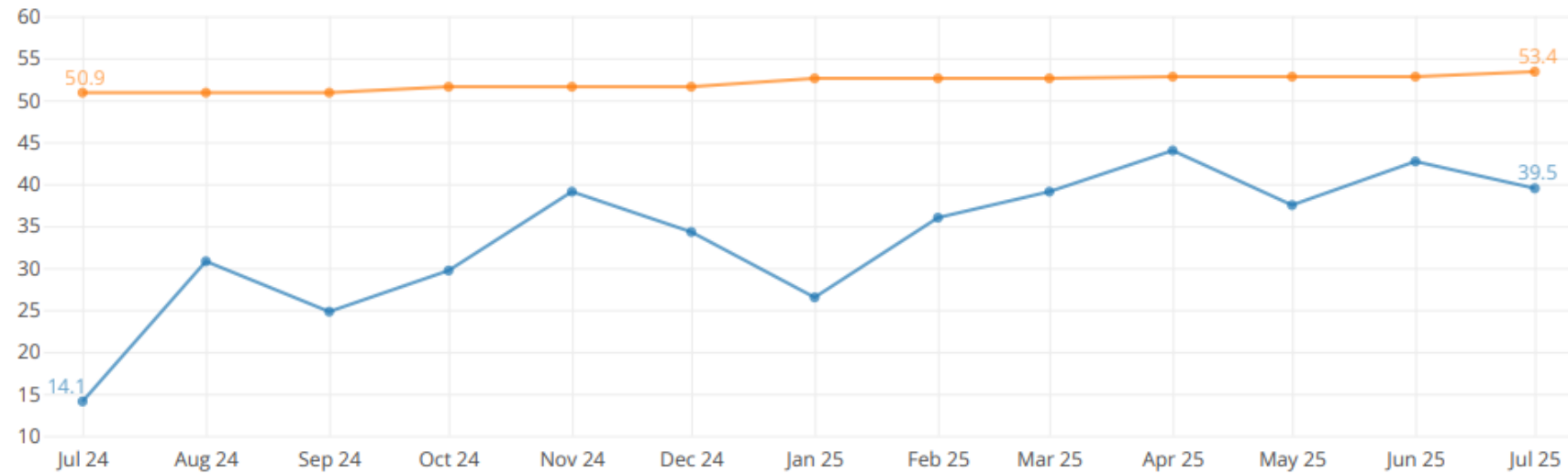
## Trend (Emergency Department)

Respondents

11,448

■ NPS: Facility would recommend ■ Benchmark

NPS: Facility would recommend



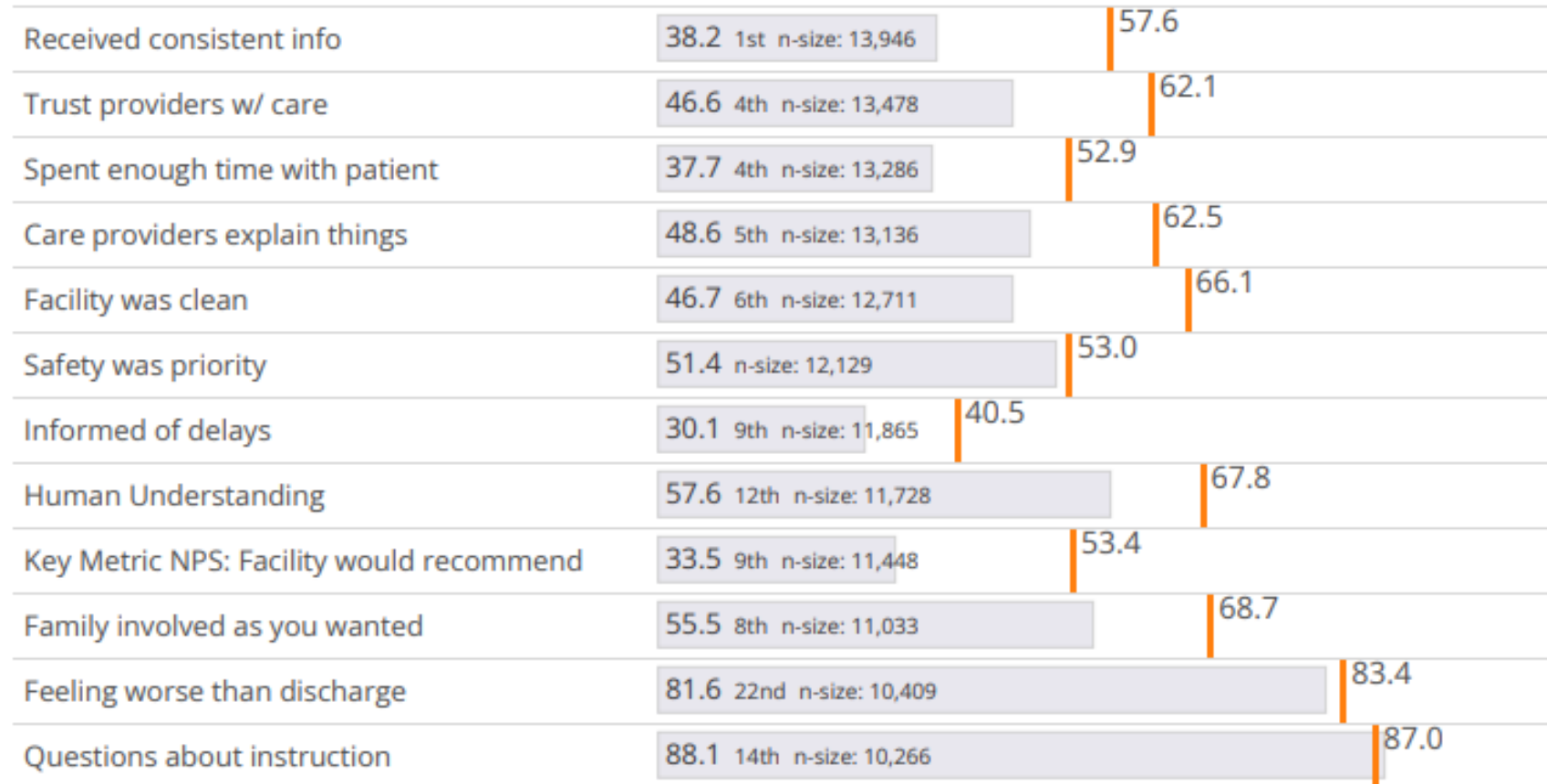
NPS: Facility would recommend

Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025
14.1 n = 765	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	42.7 n = 750

NPS: Facility would recommend

Jul 2025											
39.5 n = 845											

## Benchmark | Question (Emergency Department)

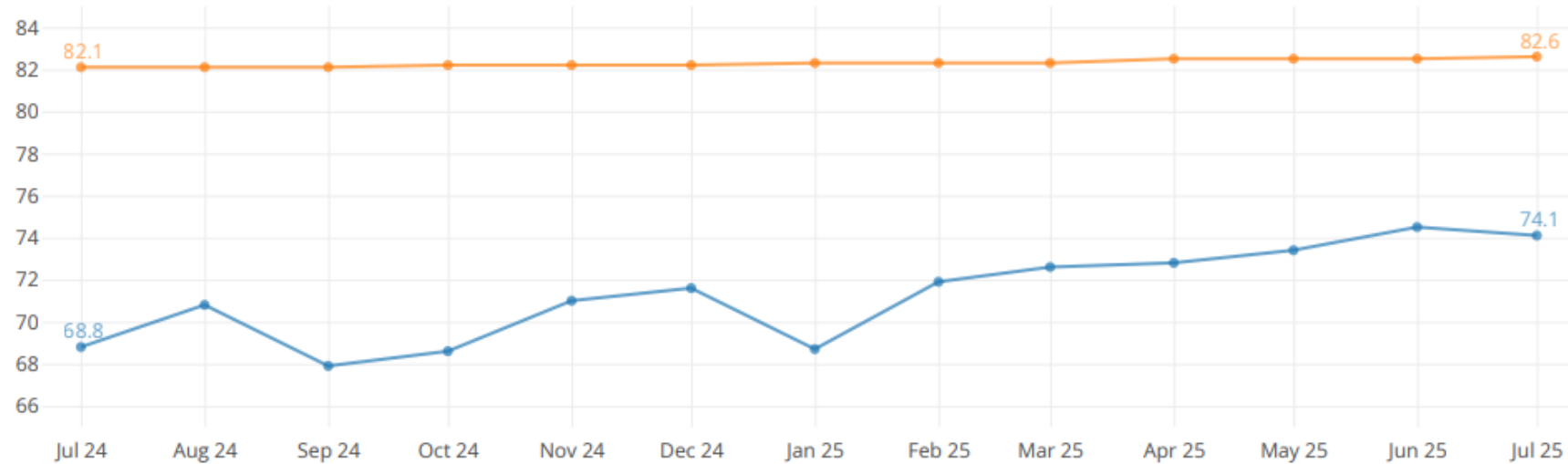


Respondents

37,326

■ Human Understanding ■ Benchmark

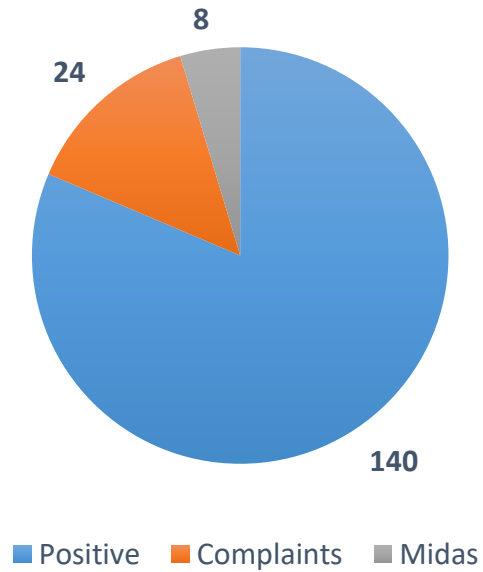
### Human Understanding



	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025
Human Understanding	68.8 n = 2,669	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	74.5 n = 3,360
Human Understanding	74.1 n = 3,588											

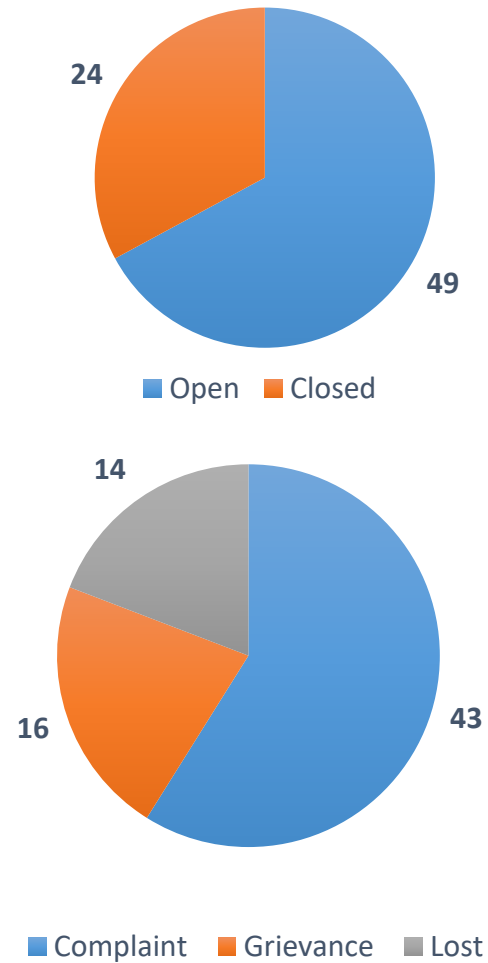
## Rounding: August

150 Rounds



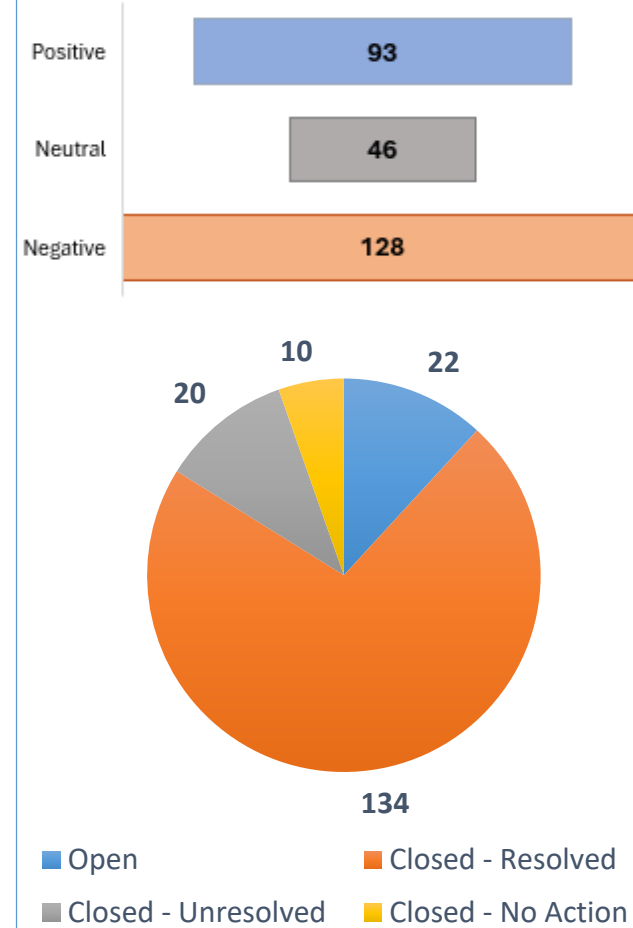
## MIDAS: August

73 Opened



## Service Alerts: July

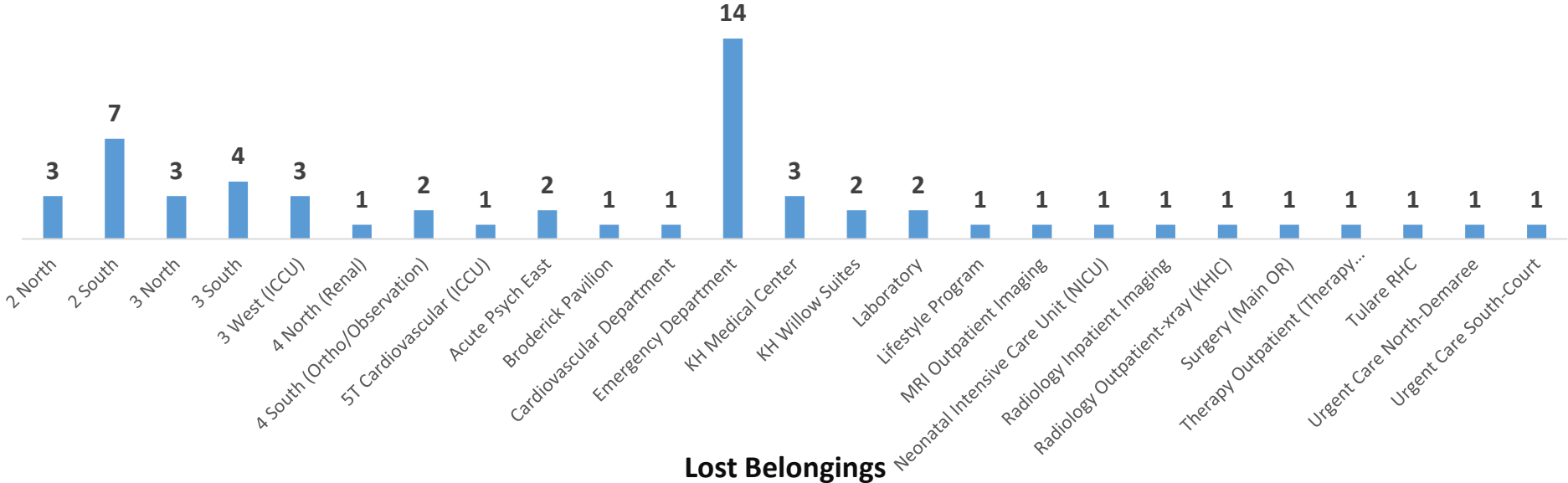
186 Total



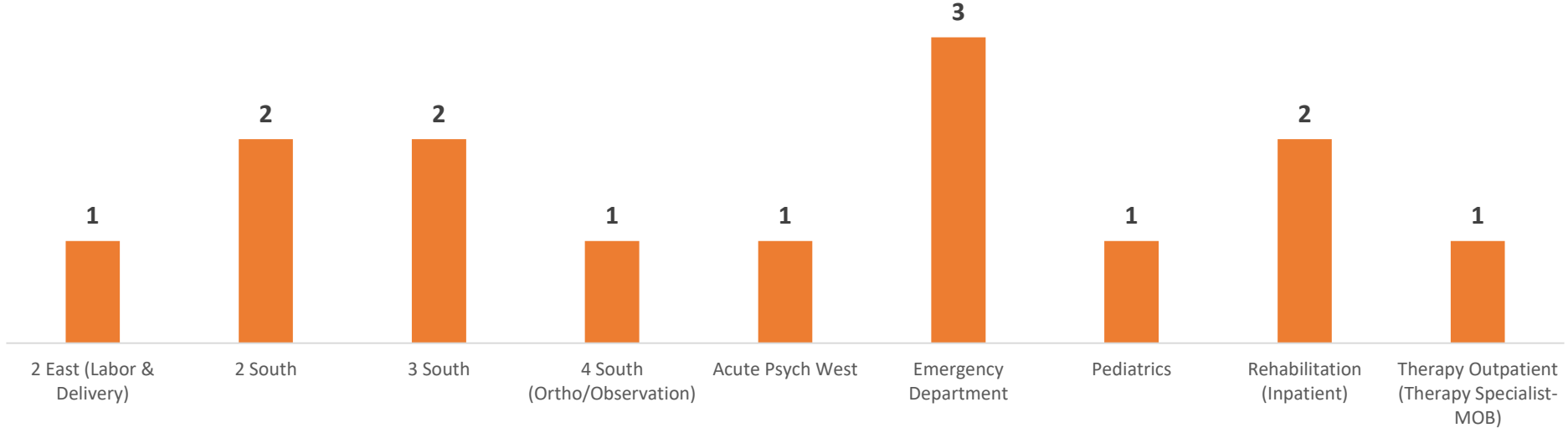
# MIDAS: August

73 Opened

## Complaints & Grievances



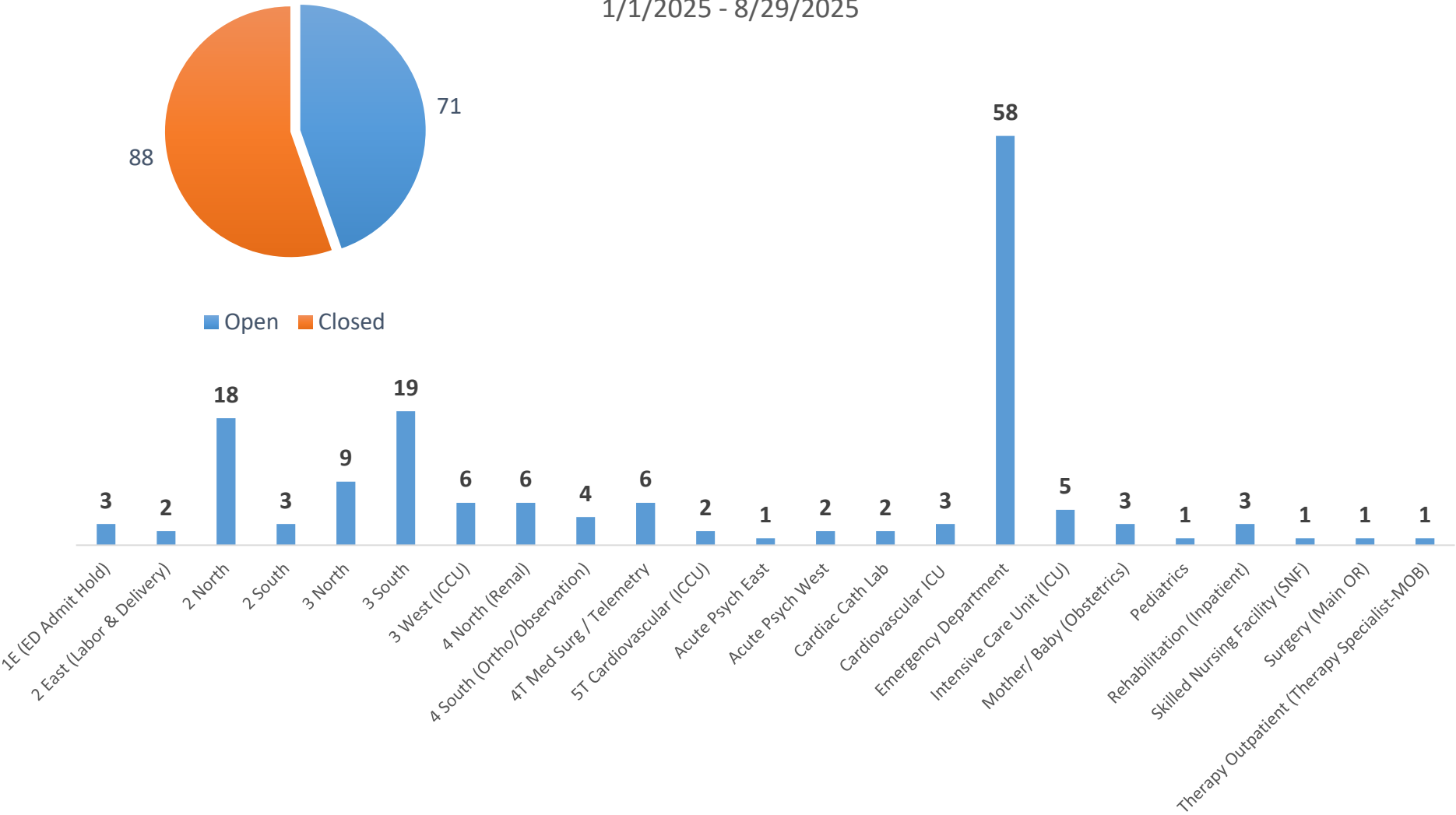
## Lost Belongings



# Lost Belongings

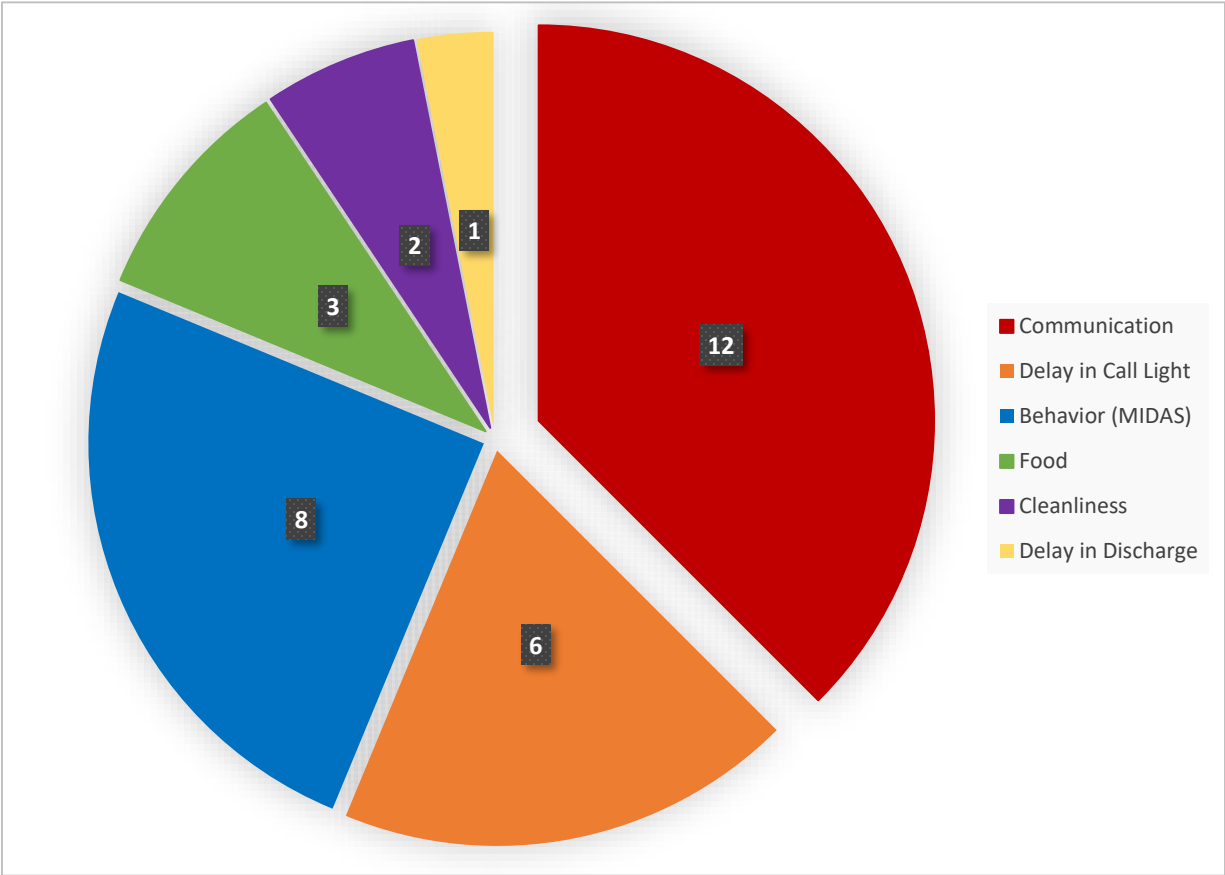
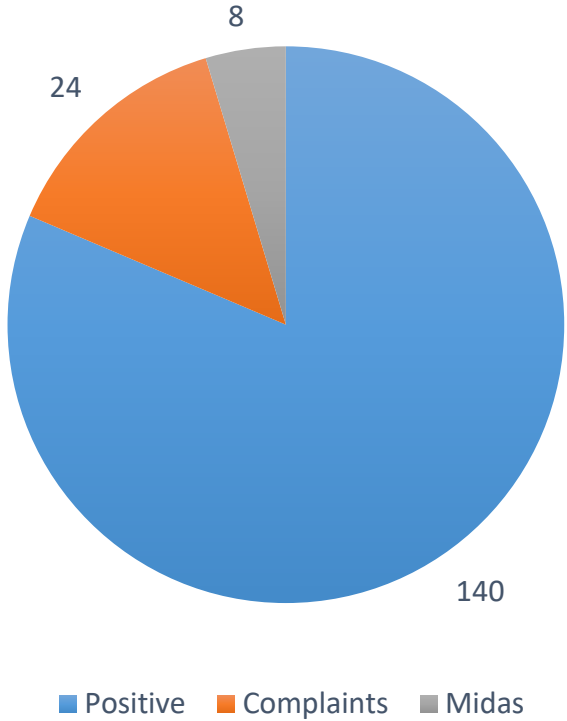
Year to Date Total: 159

1/1/2025 - 8/29/2025



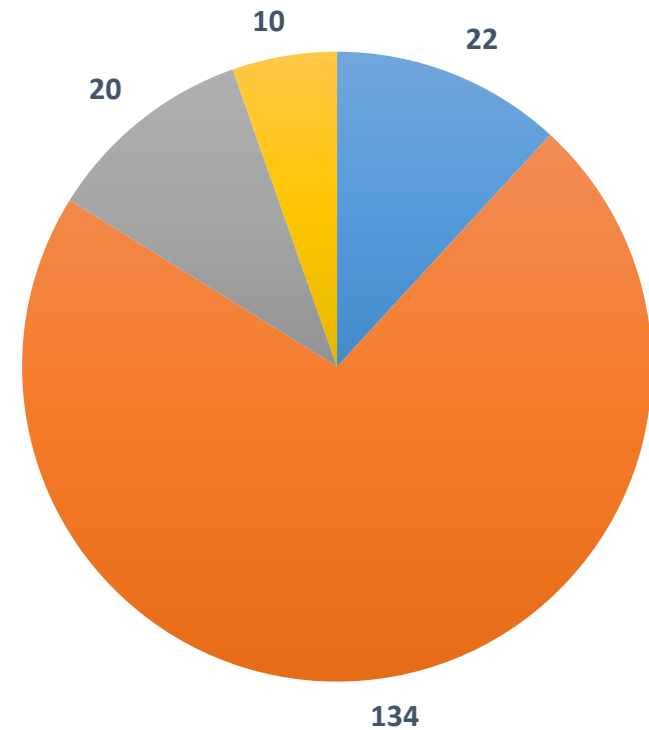
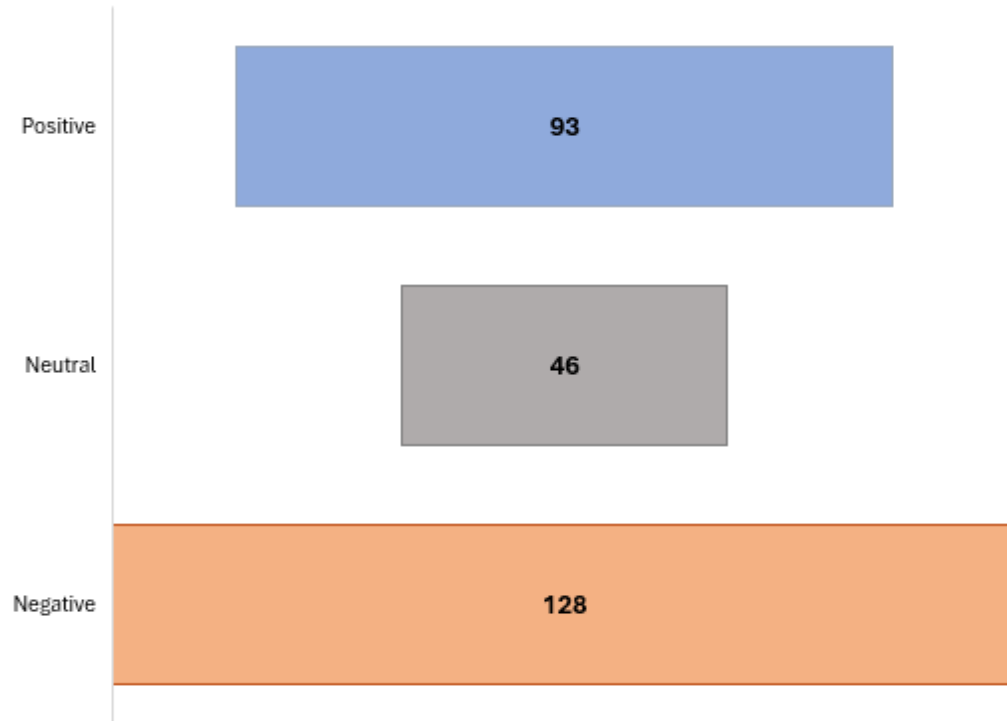
# Rounding: August

150 Rounds



# Service Alerts: July

186 Total



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



# ROUNDING

August Executive Team Rounds = 10 executive rounds

Executive	March	April	May	June	July	August
Gary H.		17-Apr	14-May	30-Jun	17-Jul	26-Aug
Marc M.		30-Apr	12-May	25-Jun	11-Jul	14-Aug
Jag B.	18-Mar		6-May	30-Jun		19-Aug
Malinda T.	5-Mar		19-May	19-Jun	1-Jul	12-Aug
Dianne C.		9-Apr		26-Jun	23-Jul	29-Aug
Schlene P.			13-May	19-Jun	31-Jul	13-Aug
Ben C.	24-Mar		29-May	11-Jun	9-Jul	25-Aug
Ryan G.	11-Mar	23-Apr			2-Jul	27-Aug
Paul S.		21-Apr			8-Jul	
Doug L.	24-Mar			5-Jun	15-Jul	5-Aug