



October 23, 2020

## NOTICE

The Board of Directors of the Kaweah Delta Health Care District will meet in an open Patient Experience meeting at 2:30PM on Wednesday October 28, 2020 in the Kaweah Delta Chronic Disease Management Center Conference Room 325 S. Willis St, Visalia, CA 93291 or via GoTo Meeting from your computer, tablet or smartphone

<https://global.gotomeeting.com/join/471854421> or **Via phone 1 (312) 757-3121**

**/Access Code: 471-854-421**

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 Delta Medical Center, Mineral King Wing entry corridor between the Mineral King lobby and the Emergency Department waiting room.

Due to COVID 19 visitor restrictions to the Medical Center - the disclosable public records related to agendas can be obtained by contacting the Board Clerk at Kaweah Delta Medical Center – Acequia Wing, Executive Offices (Administration Department) {1st floor}, 400 West Mineral King Avenue, Visalia, CA via phone 559-624-2330 and on the Kaweah Delta Health Care District web page <http://www.kaweahdelta.org>.

KAWEAH DELTA HEALTH CARE DISTRICT

David Francis, Secretary/Treasurer

A handwritten signature in black ink that reads 'Cindy Moccio'.

Cindy Moccio

Board Clerk, Executive Assistant to CEO

### DISTRIBUTION:

Governing Board

Legal Counsel

Executive Team

Chief of Staff

<http://www.kaweahdelta.org>

# KAWEAH DELTA HEALTH CARE DISTRICT BOARD OF DIRECTORS

## PATIENT EXPERIENCE

Wednesday, October 28, 2020

Kaweah Delta Chronic Disease Management Center Conference Room  
325 S. Willis St, Visalia, CA 93291

Please join my meeting from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join/471854421>

Call in option: 1 (312) 757-3121      Access Code: 471-854-421

ATTENDING: Board Members; Nevin House (Chair), David Francis; Gary Herbst, CEO; Dianne Cox, VP Chief of Human Resources; Ed Largoza, RN Director of Patient Experience; Keri Noeske, VP of Nursing and George Ortega, Recording.

### OPEN MEETING – 2:30PM

1. **Call to order** – *Nevin House, Committee Chair*
2. **Public / Medical Staff participation** – Members of the public wishing to address the Committee concerning items not on the agenda and within the subject matter jurisdiction of the Committee may step forward and are requested to identify themselves at this time. Members of the public or the medical staff may comment on agenda items after the item has been discussed by the Committee but before a Committee recommendation is decided. In either case, each speaker will be allowed five minutes.
3. **Follow Up** – *Dianne Cox, VP Chief of Human Resources*
  - 3.1. **KDMF move to CG CAHPS survey tool**
  - 3.2. **Urgent Care data (ClockwiseMD)**
  - 3.3. **Discharge Outcome Calls by JL Morgan**
  - 3.4. **Near Top Box Comments**
4. **FY2021 Data Review** – *Ed Largoza, RN, Director of Patient Experience*
  - 4.1. **HCAHPS** – *Hospital Consumer Assessment of Healthcare Providers and Systems*
  - 4.2. **ED PEC** – *Emergency Department Patient Experience of Care*
5. **FY2020 Data Review** – *Ed Largoza, RN, Director of Patient Experience*
  - 5.1. **CG CAHPS** – *Clinician & Group Consumer Assessment of Healthcare Providers & Systems*
  - 5.2. **Home Health CAHPS**
  - 5.3. **Hospice CAHPS**

5.4. **ICH CAHPS**—*In Center Hemodialysis Consumer Assessment of Healthcare Providers & Systems*

5.5. **Rehab**

6. **Improvements** – *Ed Largoza, RN, Director of Patient Experience*

6.1. **Leader Rounding**

6.2. **Nursing Communication – Nursing Bundle**

6.3. **Physician Communication**

6.4. **Complaint & Grievances Trends**

7. **Adjourn Meeting** – *Nevin House, Committee 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 committee meeting.*