



June 14, 2021

## NOTICE

The Board of Directors of the Kaweah Delta Health Care District will meet in an open Patient Experience Committee meeting at 1:30PM on Wednesday June 23, 2021 in the Kaweah Health Human Resources Conference Room, 520 W. Mineral King Ave, Visalia, CA.

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.

The disclosable public records related to agendas are available for public inspection at Kaweah Health Medical Center – Acequia Wing, Executive Offices (Administration Department) {1st floor}, 400 West Mineral King Avenue, Visalia, CA and on the Kaweah Delta Health Care District web page <https://www.kawahhealth.org>.

KAWEAH DELTA HEALTH CARE DISTRICT  
Garth Gipson, Secretary/Treasurer

A handwritten signature in black ink that reads "Cindy Moccio". The signature is written in a cursive, flowing style.

Cindy Moccio  
Board Clerk, Executive Assistant to CEO

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Governing Board  
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<http://www.kawahdelta.org>

# **KAWEAH DELTA HEALTH CARE DISTRICT BOARD OF DIRECTORS PATIENT EXPERIENCE COMMITTEE**

Wednesday, June 23, 2021

Kaweah Health Human Resources Conference Room  
520 W. Mineral King Avenue, Visalia, CA 93291

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

## **OPEN MEETING – 1:30PM**

**CALL TO ORDER** – *Dave Francis, Patient Experience Committee Chair*

**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 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 (Cindy Moccio 559-624-2330) or [cmoccio@kaweahhealth.org](mailto:cmoccio@kaweahhealth.org) to make arrangements to address the Board.

1. **Patient Experience Performance Review: July – April 2021** – *Ed Largoza, RN, Director of Patient Experience*
  - 1.1. **Hospital CAHPS** (*Consumer Assessment of Healthcare Providers and Systems*)
  - 1.2. **Emergency Department CAHPS**
  - 1.3. **Clinician & Group CAHPS**
  - 1.4. **Home Health CAHPS**
  - 1.5. **Hospice CAHPS**
  - 1.6. **In-Center Hemodialysis CAHPS**
  - 1.7. **Rehabilitation**
2. **Patient & Community Experience Strategic Plan** – *Ed Largoza, RN, Director of Patient Experience*
  - 2.1. **World-class Service**
  - 2.2. **Physician Communication**
  - 2.3. **Nursing Communication**
  - 2.4. **Enhancements of Systems and Environment**
3. **Adjourn Closed Meeting** – *Dave Francis, 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 meeting.*

# Patient Experience Board

Delivering experiences that are consistently coordinated, effective, and compassionate

June 2021



[kawahhealth.org](https://www.kawahhealth.org)



# Rehab Performance & Goals: July-April 2021

# OF SURVEYS	PERFORMANCE	GOAL
59	94.1% (75 <sup>th</sup> )	94.1% (75 <sup>th</sup> )

## Top 3 questions by percentile rank

1. How well staff prepared you to function in the community (94<sup>th</sup>)
2. Evaluate the overall nursing care you received on the following shift [11pm-7am] (91<sup>st</sup>)
3. Evaluate the overall nursing care you received on the following shift [3pm-11pm] (90<sup>th</sup>)

## Bottom 3 questions by percentile rank

1. Noise level in and around room (22<sup>nd</sup>)
2. How well speech therapy helped to meet your goals (26<sup>nd</sup>)
3. Rehabilitation Doctors Overall (36<sup>nd</sup>)

*Answer Options: very poor / poor / fair / good/ very good*

# Home Health CAHPS Performance & Goals: July-April 2021

# OF SURVEYS	PERFORMANCE	GOAL
244	<b>88.1% (75<sup>th</sup>-90<sup>th</sup>)</b> [98.4% (>90 <sup>th</sup> ) - 8s, 9s & 10s]	91% (90 <sup>th</sup> )

## Top 3 questions by percentile rank

1. How often did home health providers from this agency treat you with courtesy and respect? (>90<sup>th</sup>)
2. Did someone from the agency talk with you about how to set up your home so you can move around safely? (>90<sup>th</sup>)
3. How often did home health providers from this agency seem informed and up-to-date about all the care or treatment you got at home? (75<sup>th</sup>-90<sup>th</sup>)

## Bottom 3 questions by percentile rank

1. Did home health providers from this agency talk with you about the side effects of these medicines?  
[Yes / No / NA] (<50<sup>th</sup>)
1. Did home health providers from this agency talk with you about the purpose of taking your new or changed prescription medicines? [Yes / No / NA] (<50<sup>th</sup>)
2. How often did home health providers from this agency treat you as gently as possible? (<50<sup>th</sup>)

*Answer Options: Never / Sometimes / Usually / Always*

# In-Center Hemodialysis CAHPS Performance & Goals: July-April 2021

# OF SURVEYS	PERFORMANCE	GOAL
27 (Oct-Jan21)	85.2% (82 <sup>nd</sup> )	86.7% (90 <sup>th</sup> )

## Top 3 questions by percentile rank

1. Did dialysis center staff keep information about you and your health as private as possible from other patients?  
[Yes / No] (99<sup>th</sup>)
2. How often was the dialysis center staff able to manage problems during your dialysis? (84<sup>th</sup>)
3. How often did the dialysis center staff explain things in a way that was easy for you to understand? (74<sup>th</sup>)

## Bottom 3 questions by percentile rank

1. How often did your kidney doctors explain things in a way that was easy for you to understand? (23<sup>rd</sup>)
2. In the last 12 months, did either your kidney doctors or dialysis center staff talk to you about peritoneal dialysis?  
[Yes / No] (23<sup>rd</sup>)
3. How often did you feel your kidney doctors really cared about you as a person? (26<sup>th</sup>)

*Answer Options: Never / Sometimes / Usually / Always*

# Hospice CAHPS Performance & Goals: July-April 2021

# OF SURVEYS	PERFORMANCE	GOAL
136 (Jan-Jan21)	<b>83.0% (50<sup>th</sup>-75<sup>th</sup>)</b> [91.9% (>90 <sup>th</sup> ) - 8s, 9s & 10s]	88% (90 <sup>th</sup> )

## Top 3 questions

1. How often did the hospice team treat your family member with dignity and respect? [B]
2. How much emotional support did you receive from the hospice team? [C]
3. How much support for your religious or spiritual beliefs did you get from the hospice team? [C]

## Bottom questions

1. How often did the family member get needed help from the hospice team (for anxiety)? [B]
2. Did the hospice team give you training on what to do if your family member was restless or agitated? [A]
3. Did the hospice team give you training on what side effects to watch out for? [A]

### *Answer Options:*

- A. Yes, definitely / Yes, somewhat / No / I did not need**
- B. Never / Sometimes / Usually / Always**
- C. Too little / Right Amount / Too much**

# Emergency Department CAHPS Performance & Goals: July-April 2021

# OF SURVEYS	PERFORMANCE	GOAL
1318	<b>66.3% (&lt;50<sup>th</sup>)</b> [79.4% (>90 <sup>th</sup> ) - 8s, 9s & 10s]	70% (50 <sup>th</sup> )

## Top 3 questions by percentile rank

1. Before you left the emergency room, did someone talk with you about how to treat pain after you got home? (50<sup>th</sup>-75<sup>th</sup>)
2. Before you left the emergency room, did someone discuss with you whether you needed follow-up care? (50<sup>th</sup>-75<sup>th</sup>)
3. Before you left the emergency room, did someone ask if you would be able to get this follow-up care? (50<sup>th</sup>-75<sup>th</sup>)

*Answer Options: Yes / No*

## Bottom 3 questions by percentile rank

1. When you first arrived at the emergency room, how long was it before someone talked to you about the reason why you were there? [**Less than 5 minutes / 5 to 15 minutes / More than 15 minutes**] (<50<sup>th</sup>)
2. Before giving you pain medicine, did the doctors and nurses describe the possible side effects in a way you could understand? [**Yes, definitely / Yes, somewhat / No**] (<50<sup>th</sup>)
3. Before giving you any new medicine, did the doctors nor nurses describe possible side effects to you in a way you could understand? [**Yes, definitely / Yes, somewhat / No**] (<50<sup>th</sup>)

# Clinician & Group CAHPS Performance & Goals: July-April 2021

# OF SURVEYS	PERFORMANCE	GOAL
1647	<b>83.0% (&lt;50<sup>th</sup>)</b> [93.1% (>90 <sup>th</sup> ) - 8s, 9s & 10s]	84% (50 <sup>th</sup> )

## Top 3 questions by percentile rank

1. Did this provider show respect for what you had to say? (>90<sup>th</sup>)
2. Were clerks and receptionists at this provider's office as helpful as you thought they should be?? (75<sup>th</sup>-90<sup>th</sup>)
3. Did clerks and receptionists at this provider's office treat you with courtesy and respect? (50<sup>th</sup>-75<sup>th</sup>)

## Bottom 3 questions by percentile rank

1. After Hours Question when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed? [**Never / Sometimes / Usually / Always**] (<50<sup>th</sup>)
2. When you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed? [**Never / Sometimes / Usually / Always**] (<50<sup>th</sup>)
3. Did this provider spend enough time with you? (50<sup>th</sup>-75<sup>th</sup>)

*Answer Options: Yes, definitely / Yes, somewhat / No*

# Hospital CAHPS Performance: July-April 2021, 1894 surveys

METRIC	PERFORMANCE	GOAL
Overall Rating	<b>75.3% (50<sup>th</sup>-75<sup>th</sup>)</b> [89.9% (>90 <sup>th</sup> ) - 8s, 9s & 10s]	76.5% (68 <sup>th</sup> )
Nursing Communication	<b>78.8% (&lt;50<sup>th</sup>)</b>	80.0% (50 <sup>th</sup> )
Physician Communication	<b>80.2% (&lt;50<sup>th</sup>)</b>	82.0% (50 <sup>th</sup> )

# Hospital CAHPS Performance: July-April 2021, 1894 surveys

## Top 3 questions by percentile rank

1. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? (>90<sup>th</sup>)
2. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted? (50<sup>th</sup>-75<sup>th</sup>)
3. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital? [**Yes / No**] (50<sup>th</sup>-75<sup>th</sup>)

## Bottom 3 questions by percentile rank

1. During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left. [**Yes, definitely / Yes, somewhat / No**] (<50<sup>th</sup>)
2. During this hospital stay, how often did doctors explain things in a way you could understand? (<50<sup>th</sup>)
3. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? (<50<sup>th</sup>)

*Answer Options: Never / Sometimes / Usually / Always*

# Hospital (HCAHPS) Unit Performance: July-April 2021

Above  
Goal

UNIT	% of 9s & 10s
Broderick Pavilion	82.6%
2 South	81.0%
MB & Labor Delivery	78.8%
2 North	76.8%
4 North	76.6%
Goal	76.5%

# Hospital (HCAHPS) Unit Performance: July-April 2021

UNIT	% of <u>8s</u> , 9s & 10s
4 Tower	91.4%
4 South	87.3%
3 North	85.1%
3 South	82.0%
Goal	76.5%

Almost There!

# Leader Rounding Stars!

*Most leader rounds on patients in the last 30 days.*



**Broderick Pavilion**



**2 North**



**4 Tower**



**4 South**

# Patient Praise obtained via Leader Rounds

- **Damon V**, RN, is my nurse today. He has a wonderful personality. He is “beaming.” He is easy to talk to and just so pleasant to be around. I really appreciate him. – CVICU Patient
- **Janet F** RN **Joanna B**, RN **Jan C**, RN **Anissa R** LVN in the ED they were great! made her feel special and stood out above the rest! – 4S Patient
- **Lauren T** has really stood out in her care for me. She made me feel a lot less anxious about having to have my baby admitted to the hospital. – Mother of pediatric patient
- Your night shift crew is amazing. They are on it. **Marina** was my nurse and she was outstanding. She cut right to the chase and took care of me. **Jason**, in the ED was great as well. I’ve heard stories of how long it takes some people to get through the ED and get up to a unit but within 5 minutes I was brought to the back and people started working on me. I was really impressed. – 4N Patient
- **Gloria D**, **Juan J**, **Brian C**, **Sara A** and **Ryan R** are all amazing. 2 South has the best team that she's ever seen! – 2S Patient

# Patient & Community Experience – Strategic Plan FY 2022

