



September 22, 2021

NOTICE

The Board of Directors of the Kaweah Delta Health Care District will meet in an open Patient Experience Committee meeting at 4:00PM on Thursday September 30, 2021 in the Support Services Building Emerald 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

DISTRIBUTION:
Governing Board
Legal Counsel
Executive Team
Chief of Staff
<http://www.kawahdelta.org>

PATIENT EXPERIENCE Agenda Open 9.30

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

Thursday, September 30, 2021 - 4:00PM
Support Services Building Emerald Conference Room
520 W. Mineral King Ave., 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 of Nursing and George Ortega, Recording.

OPEN MEETING – 4:00PM

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@kawahhealth.org to make arrangements to address the Board.

1. Patient Experience Performance Review: Fiscal Year 2021 (July 2020 – June 2021) – Ed Largoza, RN, Director of Patient Experience

- 1.1. Rehabilitation
- 1.2. Home Health CAHPS
- 1.3. Hospice CAHPS
- 1.4. In-Center Hemodialysis CAHPS
- 1.5. Emergency Department CAHPS
- 1.6. Clinician & Group CAHPS
- 1.7. Hospital CAHPS (*Consumer Assessment of Healthcare Providers and Systems*)

2. Patient & Community Experience Strategic Plan – Ed Largoza, RN, Director of Patient Experience

- 2.1. World-class Service
- 2.2. Physician Communication – Dr. Steve Carstens, DO, Medical Director of Physician Engagement
- 2.3. Nursing Communication – *Keri Noeske, VP of Nursing*
- 2.4. Enhancements of Systems and Environment – *Luke Schneider, Director of ISS Applications*

*Mike Olmos – Zone I
Board Member*

*Lynn Havard Mirviss – Zone II
Vice President*

*Garth Gipson – Zone III
Secretary/Treasurer*

*David Francis – Zone IV
President*

*Ambar Rodriguez – Zone V
Board Member*

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

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 Performance Review

Patient Experience Board

Delivering experiences that are consistently coordinated, effective, and compassionate

September 2021

Providing World Class Service

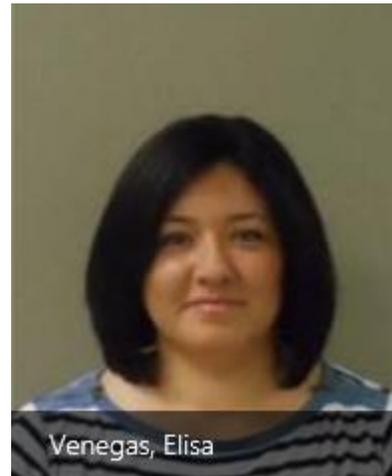


kaweahhealth.org



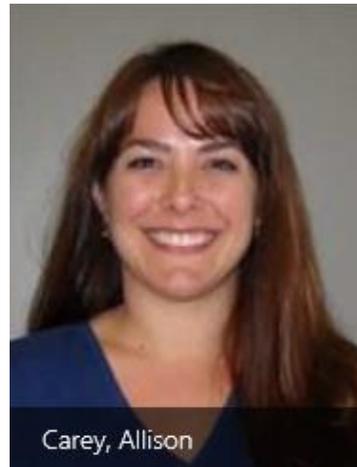
Rehabilitation Performance & Goals: July-June 2021

# OF SURVEYS	PERFORMANCE	GOAL
74	94.2% (69 th)	94.1% (69 th)



Home Health CAHPS Performance & Goals: July-June 2021

# OF SURVEYS	PERFORMANCE	GOAL
303	87.8% (75th-90th) [97.3% (>90 th) - 8s, 9s & 10s]	91% (90 th)



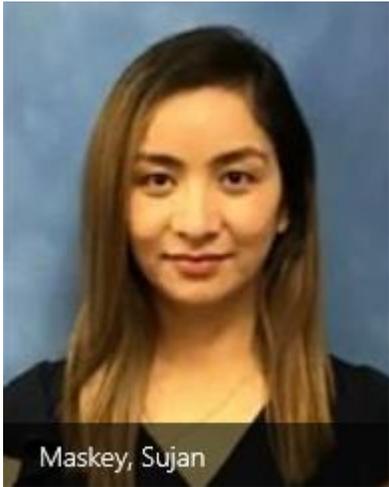
Hospice CAHPS Performance & Goals: July-June 2021

# OF SURVEYS	PERFORMANCE	GOAL
134 (Apr-Mar21)	85.8% (50th-75th) [95.5% (>90 th) - 8s, 9s & 10s]	88% (90 th)



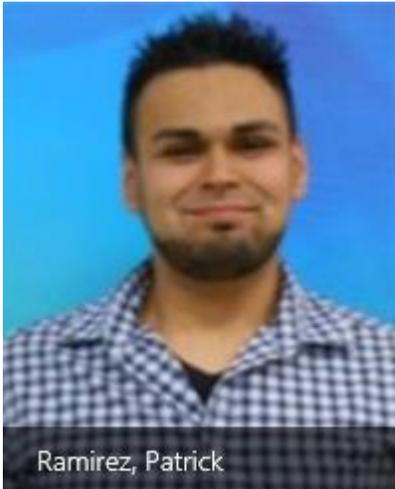
In-Center Hemodialysis CAHPS Performance & Goals: July-June 2021

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



Emergency Department CAHPS Performance & Goals: July-June 2021

# OF SURVEYS	PERFORMANCE	GOAL
1799	64.4% (<50th) [75.5% (>90 th) - 8s, 9s & 10s]	70% (50 th)



Clinician & Group CAHPS Performance & Goals: July-June 2021

# OF SURVEYS	PERFORMANCE	GOAL
2004	82.8% (<50th) [93.2% (>90 th) - 8s, 9s & 10s]	84% (50 th)



Above Goal

Location	% of 9s & 10s
Tulare	95.5%
Woodlake	88.5%



Clinician & Group CAHPS Locations: Almost There

Location	% of 8s,9s & 10s
Lindsay	95.1%



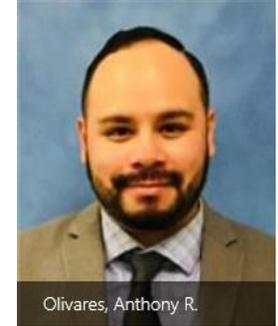
Location	% of 8s,9s & 10s
KHMG	94.1%



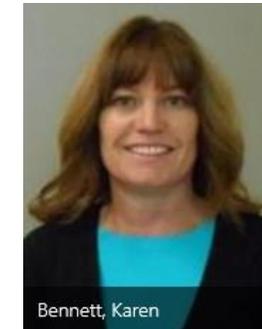
Location	% of 8s,9s & 10s
Exeter	92.8%



Location	% of 8s,9s & 10s
SHWC	92.1%



Location	% of 8s,9s & 10s
Dinuba	92.0%



Hospital CAHPS Performance: July-June 2021, 2324 surveys

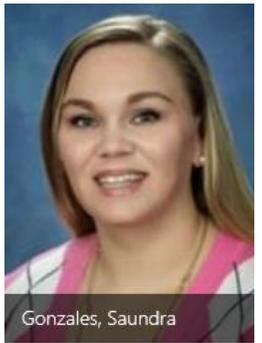
METRIC	PERFORMANCE	GOAL
Overall Rating	74.4% (50th-75th) [87.9% (>90 th) - 8s, 9s & 10s]	76.5% (68 th)
Nursing Communication	78.3% (<50th)	82.0% (50 th)
Physician Communication	79.1% (<50th)	84.0% (50 th)

Hospital CAHPS Unit Performance – Above Goal

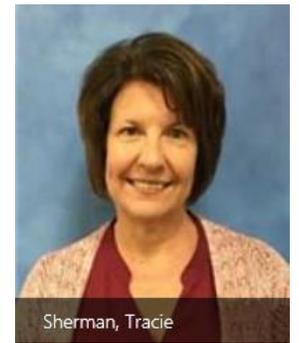
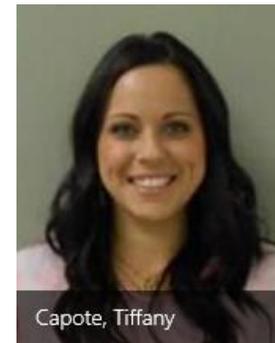
UNIT	% of 9s & 10s
2 South	81.0%



UNIT	% of 9s & 10s
Broderick Pavilion	80.6%

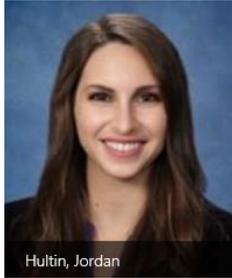


UNIT	% of 9s & 10s
MB & Labor Delivery	79.1%

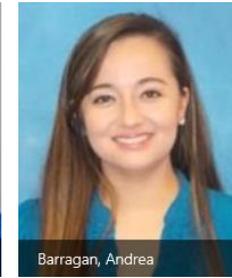


Hospital CAHPS Unit Performance – Almost There

UNIT	% of 8s,9s & 10s
4 Tower	88.6%



UNIT	% of 8s,9s & 10s
3 North	85.9%



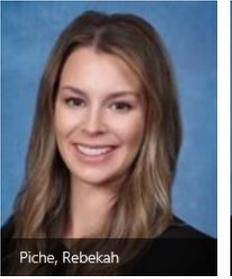
UNIT	% of 8s,9s & 10s
2 North	88.2%



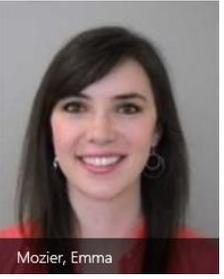
UNIT	% of 8s,9s & 10s
4 South	82.7%



UNIT	% of 8s,9s & 10s
4 North	87.4%



UNIT	% of 8s,9s & 10s
3 South	81.5%



World-Class Service

Defining 'World Class'

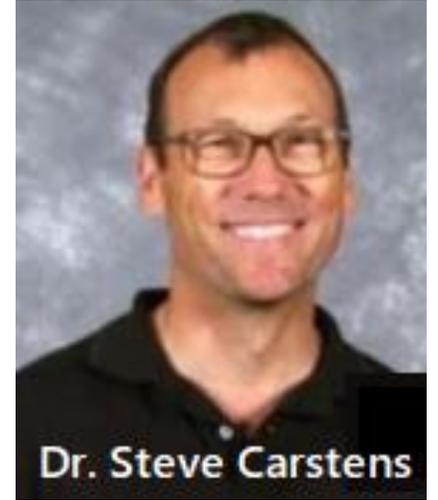
- Care that is always compassionate, coordinated, and effective.
- Metrics: Performance at or above the top 10 percent nationally.

World-Class Service

Develop Service Standards

- World-Class Service is built on actions that all team members consistently execute to emotionally engage those we serve and make their experiences warmer, easier, and better.
 1. We smile & greet everyone we meet.
 2. We answer call lights and phones in a kind and professional manner.
 3. We keep our environment clean and pick up trash
 4. We are a team and we look for opportunities to help each other.

Medical Director of Physician Engagement



Goals:

- Enhance provider engagement
- Improve communication amongst providers
- Improve communication between providers and residents
- Improve communication between providers and patients/families

Physician Communication

Tactics:

- Round on providers, staff, and patients – SWOT analysis
- Develop tools to assist with communication
- Educate
 - May include:
 - Modules directed at skill building
 - Use of Communication Whiteboards
- Update & share data regularly with:
 - Individual Providers
 - Physician Groups
 - Medical Executive Committee
 - Board of Directors

Nursing Communication

- Leaders Rounding on Patients (October 2021)
 - 4 hours per month (Approximately 40 patients)
 - Focused on obtaining recognition and identifying coaching opportunities
- Communication Whiteboards (October 2021)
 - Education and expectations
 - Check compliance through leader rounding
- Developing training plan
 - Clinical Service Standards
 - Communication Framework: Narrate the Care or Heart-Head-Heart

Communication Whiteboards

DATE
FECHA

SUN DOM	MON LUN	TUE MAR	WED MIE	THU JUE	FRI VIE	SAT SAB
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WELCOME TO 5 TOWER

BIENVENIDO A LA TORRE 5

OUR GOAL IS TO PROVIDE WORLD-CLASS CARE!
NUESTRO OBJETIVO ES PROVEER CUIDADO DE CLASE DE MUNDO!

ROOM #
DE CUARTO

217B

MY CARE TEAM
MI EQUIPO DE CUIDADO

Doctor(s)
Doctor(es)

Nurse
Enfermera(o)

Nurse Assistant
Enfermera(o) Asistente

Charge Nurse
Enfermera(o) a Cargo

Nurse Manager
Gerentes de los Enfermeros

Other Team Members
Otros Miembros del Equipo

ABOUT ME
ACERCA DE MI

Please Call Me
Por Favor Llámeme

Preferred Language
Lenguaje Preferido

Interpreter Request YES / SI NO / NO

Diet
Dieta

MY CONCERNS & QUESTIONS FOR TODAY ARE....
MIS PREOCUPACIONES Y PREGUNTAS POR HOY SON...

OUR GOALS FOR TODAY ARE...
NUESTRAS METAS DE HOY SON...

MY SUPPORT PERSON
MI PERSONA DE APOYO

Name
Nombre

Phone #
de Teléfono

SAFETY PRECAUTIONS
PRECAUCIONES DE SEGURIDAD

MY PAIN MANAGEMENT
MANEJO DE MI DOLOR

MY ACCEPTABLE PAIN SCORE
MI CIFRA ACEPTABLE DE DOLOR

MY CURRENT PAIN SCORE
MI CIFRA DE DOLOR AHORA

NEXT DOSE AVAILABLE
PRÓXIMA DOSIS DISPONIBLE

MY MOBILITY
MI MOVILIDAD

Independent
Independiente

Stand By
A su Lado

1 Person
1 Persona

2 Person
2 Personas

Max Assist
Asistencia Máxima

MY ACTIVITY
MI ACTIVIDAD

DEVICES
Dispositivo

Up in Chair
En la Silla

Go for Walk
Vaya a Caminar

MY DISCHARGE PREFERENCES & NEEDS
MIS PREFERENCIAS Y NECESIDADES DURANTE LA ALTA HOSPITALARIA

PLEASE CALL
POR FAVOR, LLÁMENOS

DON'T FALL
¡NO SE CAIGA!

PAIN RATING SCALE 0-10 ESCALA DE DOLOR

0 1 2 3 4 5 6 7 8 9 10

No Pain Mild Moderate Severe Worst Pain
Sin Dolor Leve Moderado Severo El Peor Dolor
Imaginable

MY PERSONAL CARE
MI CUIDADO PERSONAL

Shower
Baño en Regadera

Bath / Wipes
Baño / Toallas Húmedas

Linens
Sábanas

Oral Care
Cuidado Bucal

Do You Have Help at Home? YES / SI NO / NO

Tiene Ayuda en su Casa?

ANTICIPATED DATE / TIME
FECHA / HORA ANTICIPADA

U.S. Patent No. 5,872,288 B1 & 6,202,285 • VitalCare™ trademark of Insignia Marketing, Inc. • 800.486.2000
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Enhancements of Systems & Environment

Patient Portal Enhancements

- First step towards the digital front door
- Modernization to improve customer experience
- Customizations of the patient portal look and feel
- Allows for other application plug-ins to drive and advance patient engagement through the portal
- Bill paying through Simplee

Enhancements of Systems & Environment

Unified Communication (Well App) Benefits

- Two-way communication with patient via text messaging in near real time
- Appointment coordination through text messaging
 - Appointment Reminders
 - Self-rescheduling
- Custom voice messages to patient
- Potentially help reduce patient appointment no-show rates

Enhancements of Systems & Environment



 Hello Miles, your Annual Wellness Visit is set for Tuesday, January 26, 2021 at 3 p.m. with Dr. Onyekachi.

Could you confirm that this time still works for you?

Yup

 Thanks for confirming your appointment! Please arrive by 2:45 p.m. and bring your insurance card and list of current medications. Feel free to text us or call with any questions.

I'm here.

Great! Please complete intake paperwork by tapping here: <http://intakeform.ly/123>

oops forgot my mask.

Not a problem, Miles! We'll have a staff member meet you at the door with a mask when we're ready to see you.

Enhancements of Systems & Environment

Wayfinding: Installed wall striping on downtown campus

Managing Belongings: Created and educated on job-specific expectations



Managing Belongings Education - Patient Transport

1) **Scan room** for belongings and green bags prior to transporting the patient

2) When transporting patients, **keep belongings next to the patient**. If possible, do not place belongings under the gurney



v9.2021 Questions/Comments? Ask your leader or call Ed @ x5051