



June 26, 2020

NOTICE

The Board of Directors of the Kaweah Delta Health Care District will meet in an open Patient Experience meeting at 3:00PM on Tuesday June 30, 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/630891845> or **Via phone 1 (646) 749-3122**

/Access Code: 630-891-845

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:

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<http://www.kaweahdelta.org>

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

Tuesday, June 30, 2020 – 3:00PM

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/630891845>

Via phone- 1 (646) 749-3122 Access Code: 630-891-845

Board of Directors: Nevin House (Chair) & David Francis

Management: Gary Herbst, CEO; Dianne Cox, VP of Human Resources; Regina Sawyer, VP & CNO; Ed Largoza, RN Director of Patient Experience, and George Ortega, Recording

OPEN MEETING – 3:00PM

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. **Overview** – *Dianne Cox, VP Chief Human Resources Officer*
 - 3.1. [Charter: Mission & Purpose](#)
 - 3.2. [Review FY 2020 Performance and FY 2021 Goals](#)
4. **Patient Experience Surveying** – *Ed Largoza, RN, Director of Patient Experience*
 - 4.1. [Patient Experience Philosophy](#)
 - 4.2. [Survey Tools \(Adult Inpatient & Emergency Department\)](#)
 - 4.3. [Mode Adjustment \(Phone vs. Mail\)](#)
 - 4.4. [Patient Mix Adjustment](#)
5. **Data Review** – *Ed Largoza, RN, Director of Patient Experience*
 - 5.1. [HCAHPS](#) – *Hospital Consumer Assessment of Healthcare Providers and Systems*
 - 5.2. [ED PEC](#) – *Emergency Department Patient Experience of Care*
 - 5.3. Home Health
 - 5.4. Hospice

5.5. (same as 5.3)CG CAHPS – *Clinician & Group Consumer Assessment of Healthcare Providers and Systems*

5.6. Rehabilitation

5.7. ICH CAHPS–*In Center Hemodialysis Consumer Assessment of Healthcare Providers & Systems*

5.8. [HCAHPS Domains](#)

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

6.1. [Leader Rounding](#)

6.2. [Patient Experience Bundle](#)

7. Adjourn Closed Meeting – *Nevin House, Patient Experience 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.

Kaweah Delta Health Care District PATIENT EXPERIENCE COMMITTEE

MISSION AND PURPOSE: The Patient Experience Committee of the Board serves to ensure furtherance of the Kaweah Delta goal of delivering Excellent Service to our patients and community. Members provide support and guidance with regard to Patient Experience strategies and programs to enhance services and care.

SPECIFIC RESPONSIBILITIES: Reviews patient experience reports (HCAHPS, ED PEC, Home Health, Hospice, CG CAHPS, and Rehab). Receives updates on patient experience initiatives and progress towards excellent service goal. Reviews additional information on specific strategies to address the 3 Ps of Patient Experience (People, Place, and Process). Examines improvement plans that include physicians, nursing, food services, environmental services, and other support departments. Reviews data and trends pertaining to complaints and grievances and assesses the tactics to mitigate them.

MEETING FREQUENCY: The Committee will meet every other month or as is practically necessary.

MEMBERSHIP: Board Chair, Board co-chair, CEO, VP of HR, CNO, Director of Patient Experience.

Adopted by the Patient Experience Committee on June 30, 2020 and approved by the Board of Directors on July 27, 2020.

Performance & Goals

- Deliver **excellent** (world-class) service

- *FY2020 Goal*

HCAHPS: 76.5%

ED PEC: 62.0%

- *FY2020 (July – May 2020)*

HCAHPS: **74.3%**

ED PEC: **66.0%**

- *FY2021 Goal*

HCAHPS: **76.5%**

ED PEC: **70.0%**

PX Philosophy

- 3 Ps (*People, Place, & Process*)
- Ownership
- Responsiveness
- Transparency

PX Surveying

Survey Tools

- ✓ HCAHPS
- ✓ ED PEC

Top Box

- ✓ Always, Usually, Sometimes, Never
- ✓ 9 or 10, 1, 2, 3, 4, 5, 6, 7, 8
- ✓ Strongly Agree, Agree, Disagree, Strongly Disagree

PX Surveying Mode Adjustment (Phone vs. Mail)

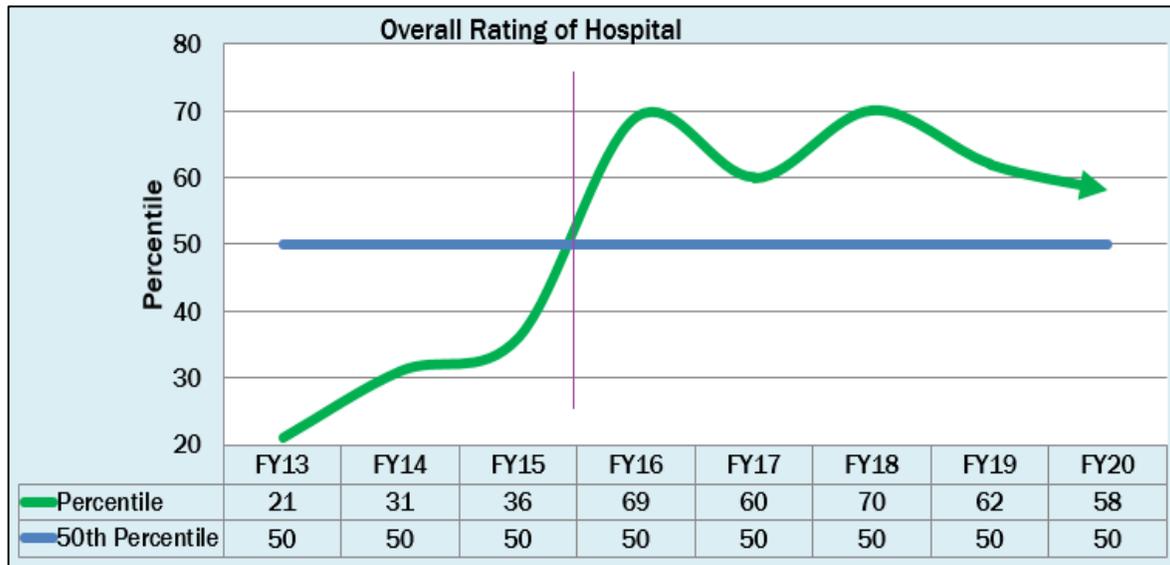
HCAHPS Survey Mode Adjustments of Top Box and Bottom Box Percentages (after PMA) to Adjust Other Modes to a Reference of Mail
 Derived from 2016 Mode Experiment; for HCAHPS score adjustments beginning with April 2017 discharges

	Bottom Box			Top Box		
	Phone Only	Mixed	IVR	Phone Only	Mixed	IVR
HCAHPS Composite Measures						
Communication with Nurses	0.1%	1.3%	-1.8%	-4.2%	-3.6%	-2.3%
Communication with Doctors	-0.6%	-0.9%	-2.2%	-2.8%	-1.8%	0.3%
Responsiveness of Hospital Staff	0.5%	1.9%	-0.9%	-0.8%	-3.4%	2.0%
Pain Management	-1.7%	-0.7%	-4.3%	-3.7%	-2.3%	0.1%
Communication about Medicines	-1.5%	-1.1%	-2.3%	-1.7%	-0.9%	-0.1%
Discharge Information	1.7%	1.2%	1.6%	-1.7%	-1.2%	-1.6%
Care Transition	1.4%	0.9%	-0.5%	-0.6%	-1.3%	-0.1%
HCAHPS Individual items						
Cleanliness of Hospital Environment	-0.8%	0.6%	-1.9%	-2.8%	-3.8%	-0.5%
Quietness of Hospital Environment	1.6%	2.5%	-0.1%	-8.6%	-5.6%	-6.4%
HCAHPS Global Items						
Overall Hospital Rating	1.6%	1.3%	-0.5%	-2.0%	-3.0%	4.0%
Recommend the Hospital	0.6%	0.9%	-1.8%	-3.5%	-2.1%	0.1%

Why Phone?

1. JL Morgan clients average almost 10% higher than the national average.

Question	National	JL Morgan	Kaweah Delta
Nurse Communication	76.0%	83.7%	79.2%
Physician Communication	80.0%	87.5%	79.4%
Responsiveness	64.0%	69.5%	69.5%
Med Communication	60.0%	69.0%	66.2%
Cleanliness	71.0%	76.2%	72.5%
Quietness	58.0%	73.7%	54.5%
Discharge Instructions	82.0%	86.7%	89.3%
Hospital Rating	67.0%	75.7%	74.3%



2. KD Overall Rating increased starting in FY2016 when we transitioned from mail to phone.

PX Surveying Patient Mix Adjustment

Scores for Kaweah - Q22018
 April Public Reporting Period

	Nurse	Doctor	Staff	Comm Meds	Cleanliness	Quiet	Discharge	CTM	Rating	Recommend
Raw Score	84.3%	79.5%	69.7%	69.5%	72.9%	63.1%	90.6%	48.6%	75.0%	77.4%
Mode Adjustment	-4.2%	-2.8%	-0.8%	-1.7%	-2.8%	-8.6%	-1.7%	-0.6%	-2.0%	-3.5%
PMA	-2.6%	-3.8%	-4.9%	-5.9%	-1.8%	-4.8%	-1.7%	-3.4%	-4.6%	-4.0%
Adjusted Top Box	77.5%	72.9%	64.0%	61.9%	68.3%	49.7%	87.2%	44.7%	68.4%	69.9%

- A. Lower than average education level as compared to national
- B. Higher percentage of Spanish speaking patients as compared to national (35% vs. 5%)
- C. Higher percentage of maternity patients as compared to national (23% vs. 11%)

HCAHPS 1

YOUR CARE FROM NURSES Never Sometimes Usually Always

1. During this hospital stay, how often did nurses treat you with courtesy and respect?
2. During this hospital stay, how often did nurses listen carefully to you?
3. During this hospital stay, how often did nurses explain things in a way you could understand?
4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

YOUR CARE FROM DOCTORS Never Sometimes Usually Always

5. During this hospital stay, how often did doctors treat you with courtesy and respect?
6. During this hospital stay, how often did doctors listen carefully to you?
7. During this hospital stay, how often did doctors explain things in a way you could understand?

THE HOSPITAL ENVIRONMENT Never Sometimes Usually Always

8. During this hospital stay, how often were your room and bathroom kept clean?
9. During this hospital stay, how often was the area around your room quiet at night?

HCAHPS 2

YOUR EXPERIENCE IN THIS HOSPITAL

Never Sometimes Usually Always

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan? Yes No, Go to Question 12
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
12. During this hospital stay, were you given any medicine that you had not taken before? Yes No, Go to Question 15
13. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
14. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

WHEN YOU LEFT THE HOSPITAL

15. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?
 Own home Someone else's home Another health facility, Go to Question 18
16. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital? Yes No
17. 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

HCAHPS 3

OVERALL RATING OF HOSPITAL

18. Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

0 Worst hospital possible 1 2 3 4 5 6 7 8 9 10 Best hospital possible

19. Would you recommend this hospital to your friends and family?

Definitely no Probably no Probably yes Definitely yes

UNDERSTANDING YOUR CARE WHEN YOU LEFT THE HOSPITAL Strongly disagree Disagree Agree Strongly Agree

20. 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.

21. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.

22. When I left the hospital, I clearly understood the purpose for taking each of my medications.

I was not given any medication when I left the hospital

HCAHPS 4

ABOUT YOU

23. During this hospital stay, were you admitted to this hospital through the Emergency Room? Yes No
24. In general, how would you rate your overall health? Excellent Very good Good Fair Poor
25. In general, how would you rate your overall mental or emotional health?
 Excellent Very good Good Fair Poor
26. What is the highest grade or level of school that you have completed?
 8th grade or less Some high school, but did not graduate High school graduate or GED
 Some college or 2-year degree 4-year college graduate More than 4-year college graduate
27. Are you of Spanish, Hispanic or Latino origin or descent?
 No, not Spanish/Hispanic/Latino Yes, Puerto Rican Yes, Mexican, Mexican American, Chicano
 Yes, Cuban Yes, other Spanish/Hispanic/Latino
28. What is your race? Please choose one or more.
 White Black or African American Asian Native Hawaiian or other Pacific Islander American Indian or Alaska Native
29. What language do you mainly speak at home?
 English Spanish Chinese Russian Vietnamese Portuguese German Some other language

ED PEC 1

OVERVIEW

1. When thinking about this visit, what was the main reason why you went to the emergency room? An accident or injury
 A new health problem An ongoing health condition or concern
2. For this visit, did you go to the emergency room in an ambulance? Yes No
3. 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
4. Using any number from 0 to 10, where 0 is not at all important and 10 is extremely important, when you first arrived at the emergency room, how important was it for you to get care right away?
 0 Not at all Important 1 2 3 4 5 6 7 8 9 10 Extremely important
5. During this emergency room visit, did you get care within 30 minutes of getting to the emergency room? Yes No
6. During this emergency room visit did the doctors or nurses ask about all of the medicines you were taking?
 Yes, definitely Yes, somewhat No
7. During this emergency room visit, were you given any medicine that you had not taken before? Yes Don't know No
8. Before giving you any new medicine, did the doctors or nurses tell you what the medicine was for? Yes, definitely
 Yes, somewhat No
9. 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

ED PEC 2

PAIN & RESULTS

10. During this emergency room visit, did you have any pain? Yes, definitely Yes, somewhat No, go to 14
11. During this emergency room visit, did the doctors and nurses try to help reduce your pain?
 Yes, definitely Yes, somewhat No
12. During this emergency room visit, did you get medicine for pain? Yes No, go to 14
13. 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
14. During this emergency room visit, did you have a blood test, x-ray, or any other test? Yes No, go to 16
15. During this emergency room visit, did doctors and nurses give you as much information as you wanted about the results of these tests? Yes, definitely Yes, somewhat No

COMMUNICATION Never Sometimes Usually Always

16. During this emergency room visit, how often did nurses treat you with courtesy and respect?
17. During this emergency room visit, how often did nurses listen carefully to you?
18. During this emergency room visit, how often did nurses explain things in a way you could understand?
19. During this emergency room visit, how often did doctors treat you with courtesy and respect?
20. During this emergency room visit, how often did doctors listen carefully to you?
21. During this emergency room visit, how often did doctors explain things in a way you could understand?

ED PEC 3

MEDICINES

22. Before you left the emergency room, did a doctor or nurse tell you that you should take any new medicines that you had not taken before? Yes No, go to 24
23. Before you left the emergency room, did a doctor or nurse tell you what the new medicines were for? Yes, definitely Yes, somewhat No
24. Before you left the emergency room, did a doctor or nurse give you a prescription for medicine to treat pain? Yes No, go to 26
25. Before giving you the prescription for pain medicine, did a doctor or nurse describe possible side effects in a way you could understand? Yes No
26. Before you left the emergency room, did someone discuss with you whether you needed follow-up care? Yes No, go to 26
27. Before you left the emergency room, did someone ask if you would be able to get this follow-up care? Yes No
28. Before you left the emergency room, did someone talk with you about how to treat pain after you got home? Yes No, go to 30 I did not need to treat pain after I got home from the ER
29. Did the person who talked with you recommend any of the following to treat your pain after you got home?
----- Yes No -----
- | | |
|---|-----------------------------|
| Over the counter pain medicine like Ibuprofen, Advil, or Motrin | Prescription pain medicine |
| Ice pack or cold compress | Heating pad or hot compress |
| Massage | Relaxation or meditation |
| | Something else |

ED PEC 4

OVERALL RATING

30. Using any number 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate your car during this emergency room visit?

0 Worst hospital possible 1 2 3 4 5 6 7 8 9 10 Best hospital possible

31. Would you recommend this emergency room to your friends and family?

Definitely no Probably no Probably yes Definitely yes

32. In the last 6 months, how many times have you visited any emergency room to get care for yourself? Please include the emergency room visit you have been answering questions about in this survey.

1 time 2 times 3 times 4 times 5 to 9 times 10 or more times

33. Not counting the emergency room, is there a doctor's office, clinic, or other place you usually go if you need a check-up want advice about a health problem, or get sick or hurt? Yes No, go to 35

34. How many times in the last 6 months did you visit that doctor's office, clinic, health center, or other place to get care or advice about your health?

1 time 2 times 3 times 4 times 5 to 9 times 10 or more times

ED PEC 5

ABOUT YOU

35. In general, how would you rate your overall health?

Excellent Very good Good Fair Poor

36. In general, how would you rate your overall mental or emotional health?

Excellent Very good Good Fair Poor

37. What is the highest grade or level of school that you have completed?

8th grade or less Some high school, but did not graduate High school graduate or GED
 Some college or 2-year degree 4-year college graduate More than 4-year college graduate

38. Are you of Spanish, Hispanic or Latino origin or descent?

No, not Spanish/Hispanic/Latino Yes, Puerto Rican Yes, Mexican, Mexican American, Chicano
 Yes, Cuban Yes, other Spanish/Hispanic/Latino

39. What is your race? Please choose one or more.

White Black or African American Asian Native Hawaiian or other Pacific Islander American Indian or Alaska Native

40. What language do you mainly speak at home?

English Spanish Chinese Russian Vietnamese Portuguese German Some other language

HCAHPS Domains (June 2019-May 2020)

	<u>GOAL</u>	<u>PERFORMANCE</u>
➤ Nurse Communication	80.0% (50 th)	79.2%
➤ Doctor Communication	82.0% (50 th)	79.4%
➤ Responsiveness	67.0% (50 th)	69.5%
➤ Med Communication	64.0% (50 th)	66.2%
➤ Cleanliness	74.0% (50 th)	72.5%
➤ Quietness	62.0% (50 th)	54.5%
➤ Discharge Instructions	88.0% (90 th)	89.3%
➤ Care Transition	52.0% (90 th)	49.6%

Leader Rounding

Purpose: Performance Improvement

- > Recognition
- > Coaching

Benefits:

- Employees
- Physicians
- Patients
- Leaders

Pre Rounding July – Feb N=173			Post Rounding Mar – April N=49		
Facility question_short	Kaweah Delta Medical Center CAHPS % Percentile		Facility question_short	Kaweah Delta Medical Center CAHPS % Percentile	
Nursing Courtesy and Respect	83.01%	50th - 75th	Nursing Courtesy and Respect	87.64%	> 90th
Nursing Listening	76.03%	< 50th	Nursing Listening	81.22%	50th - 75th
Nursing Explanation	74.41%	< 50th	Nursing Explanation	81.22%	50th - 75th
Doctor Courtesy and Respect	83.08%	50th - 75th	Doctor Courtesy and Respect	80.53%	< 50th
Doctor Listening	78.38%	< 50th	Doctor Listening	76.37%	< 50th
Doctor Explanation	78.01%	< 50th	Doctor Explanation	76.37%	< 50th
Responsiveness to Call Button	55.28%	< 50th	Responsiveness to Call Button	68.25%	50th - 75th
Responsiveness to Bathroom Assistance	69.83%	50th - 75th	Responsiveness to Bathroom Assistance	71.42%	50th - 75th
Medication Explanation	76.87%	> 90th	Medication Explanation	84.66%	> 90th
Medication Side Effects	42.35%	< 50th	Medication Side Effects	57.39%	< 50th
Cleanliness of Room and Bathroom	69.29%	< 50th	Cleanliness of Room and Bathroom	80.53%	75th - 90th
Quietness at Night	49.29%	< 50th	Quietness at Night	45.57%	< 50th
Discharge Help After Stay	91.68%	75th - 90th	Discharge Help After Stay	90.80%	75th - 90th
Discharge Symptoms Information	94.57%	> 90th	Discharge Symptoms Information	95.80%	> 90th
Overall Rating	71.96%	< 50th	Overall Rating	73.00%	50th - 75th
Recommendation	72.75%	< 50th	Recommendation	78.72%	50th - 75th
Care Transition Patient Preference	48.46%	< 50th	Care Transition Patient Preference	34.96%	< 50th
Care Transition Health Responsibilities	48.79%	< 50th	Care Transition Health Responsibilities	58.10%	75th - 90th
Care Transition Medication Purpose	55.92%	50th - 75th	Care Transition Medication Purpose	59.40%	75th - 90th
Total	70.02%	< 50th	Total	72.93%	50th - 75th

Kaweah Care Experience

Core 4 (*Moments of Truth*)

- A. Warm Introductions
- B. With Our Colleagues
- C. Over the Phone
- D. Caring Closures