



February 22, 2022

## 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 Wednesday March 02, 2022 in the Kaweah Health Specialty Clinic Conference Room, 325 S. Willis St, 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 Health 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.kaweahhealth.org>.

KAWEAH DELTA HEALTH CARE DISTRICT  
Mike Olmos, 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.kaweahdelta.org>

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

Wednesday, March 2, 2022 - 4:00PM

Kaweah Health Specialty Clinic Conference Room  
325 S. Willis, Visalia, CA 93291

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

**OPEN MEETING – 4:00PM**

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

**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.

1. [Patient Experience Performance: Fiscal Year 2022 \(July – Dec 2021\)](#) – *Ed Largoza, Director of Patient Experience*
  - 1.1. **Emergency Department; Rehabilitation; Home Health Consumer Assessment of Healthcare Providers & Systems (CAHPS)**
  - 1.2. **Clinician & Group CAHPS**
  - 1.3. **Hospice CAHPS; In-Center Hemodialysis CAHPS**
  - 1.4. **Hospital CAHPS with trended graphs & unit performance**
  
2. **Patient & Community Experience Strategic Plan Updates**
  - 2.1. **World-Class Service** – *Ed Largoza, Director of Patient Experience*
  - 2.2. **Physician Communication & Engagement** – *Steve Carstens, D.O., Medical Director of Physician Engagement*
  - 2.3. **Nursing Communication** – *Keri Noeske, VP & Chief Nursing Officer*
  - 2.4. **Enhancements of Systems and Environment** – *Ed Largoza, Director of Patient Experience*
  
3. **Adjourn Open 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.*

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*Mike Olmos – Zone I  
Secretary/Treasurer*

*Lynn Havard Mirviss – Zone II  
Vice President*

*Garth Gipson – Zone III  
Board Member*

*David Francis – Zone IV  
President*

*Ambar Rodriguez – Zone V  
Board Member*

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

# Patient Experience Board

*Delivering excellent care that is consistent,  
coordinated, and compassionate*

March 2022

Providing World Class Service



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



# ED, Rehab, HH Performance & Goals: July-Dec 2021

EMERGENCY DEPARTMENT	# OF SURVEYS	PERFORMANCE	GOAL
	218	<b>76.0% (&gt;90<sup>th</sup>)</b> [85.3% (>90 <sup>th</sup> ) - 8s, 9s & 10s]	70% (50 <sup>th</sup> )
REHABILITATION	# OF SURVEYS	PERFORMANCE	GOAL
	24	<b>93.8% (58<sup>th</sup>)</b>	94.7% (75 <sup>th</sup> )
HOME HEALTH CAHPS	# OF SURVEYS	PERFORMANCE	GOAL
	155	<b>83.6% (&lt;50<sup>th</sup>)</b> [97.4% (>90 <sup>th</sup> ) - 8s, 9s & 10s]	91% (90 <sup>th</sup> )

# CG CAHPS Performance & Goals: July-Dec 2021

CLINIC & GROUP CAHPS	# OF SURVEYS	PERFORMANCE	GOAL
	1376	<b>81.7% (&lt;50<sup>th</sup>)</b> [93.1% (>90 <sup>th</sup> ) - 8s, 9s & 10s]	84% (50 <sup>th</sup> )
Woodlake Rural Health	130	<b>93.8%</b>	
Lindsay Rural Health	139	<b>86.9%</b>	
Exeter Rural Health	281	<b>84%</b>	
Dinuba Rural Health	160	<b>82.9%</b>	
Tulare Rural Health	156	<b>78.2%</b>	
Kaweah Health Medical Group	267	<b>77.7%</b>	
Sequoia Health & Wellness Center	140	<b>73.4%</b>	

\*Validating score with vendor

## Hospice / ICH CAHPS Performance & Goals

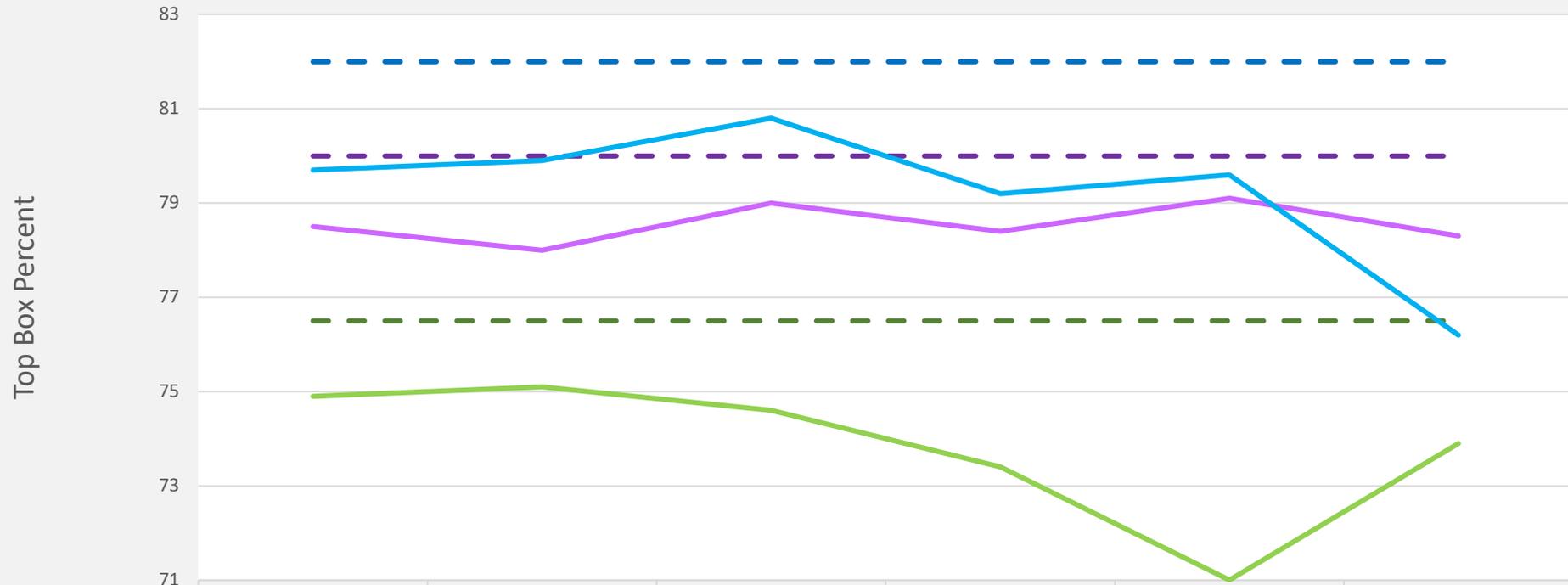
HOSPICE	# OF SURVEYS	PERFORMANCE	GOAL
Oct 2020-Sept 2021	141	<b>87.2% (75<sup>th</sup>-90<sup>th</sup>)</b> [94.3% (>90 <sup>th</sup> ) - 8s, 9s & 10s]	88% (90 <sup>th</sup> )
IN-CENTER HEMODIALYSIS	# OF SURVEYS	PERFORMANCE	GOAL
Oct 2020-Jan 2021	27	<b>85.2% (82<sup>nd</sup>)</b>	86.7% (90 <sup>th</sup> )

# Hospital CAHPS Performance & Goals: July-Dec 2021

Hospital CAHPS	# OF SURVEYS	PERFORMANCE	GOAL
	734	<b>72.6% (50<sup>th</sup>-75<sup>th</sup>)</b> [93.1% (>90 <sup>th</sup> ) - 8s, 9s & 10s]	76.5% (68 <sup>th</sup> )
Mother Baby / Labor Delivery	95	<b>79.9%</b>	
2 South	85	<b>78.3%</b>	
4 Tower	88	<b>77.3%</b>	
2 North	101	<b>76.4%</b>	
4 North	75	<b>75.3%</b>	
3 South	39	<b>71.7%</b>	
Broderick Pavilion	91	<b>68.8%</b>	
4 South	88	<b>62.0%</b>	
3 North	44	<b>52.8%</b>	

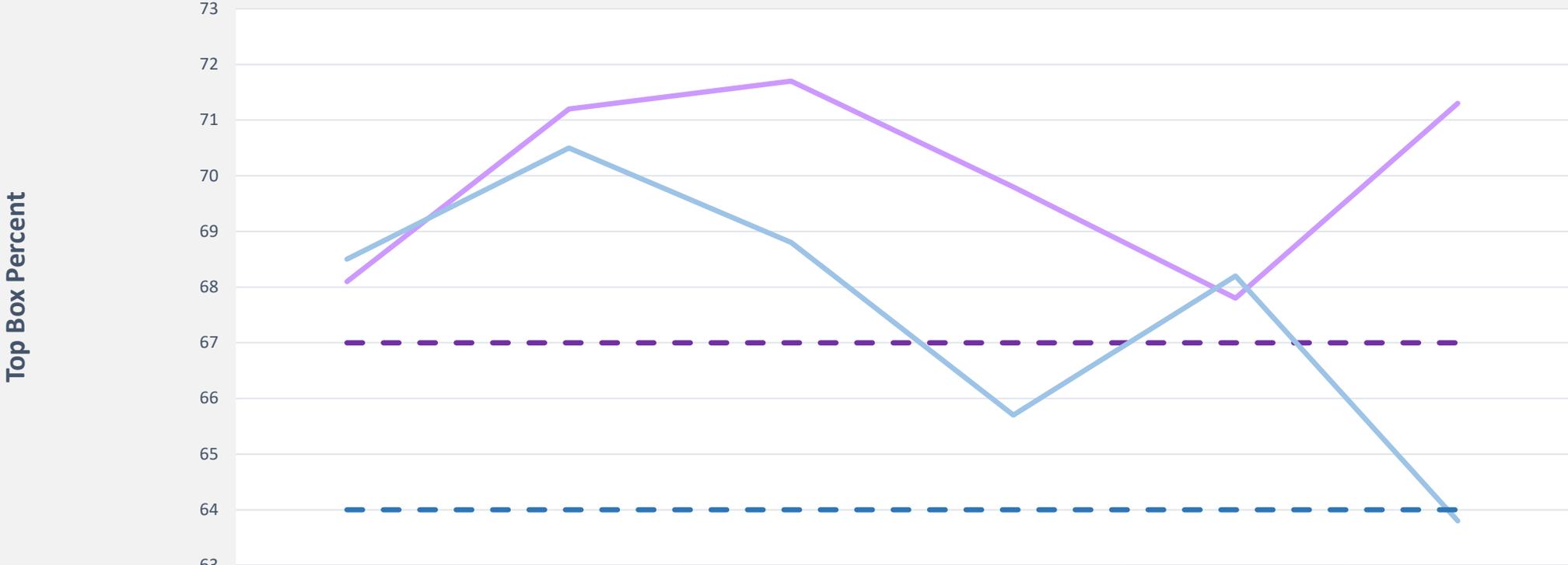
\*Validating score with vendor

## Overall Rating & Communication



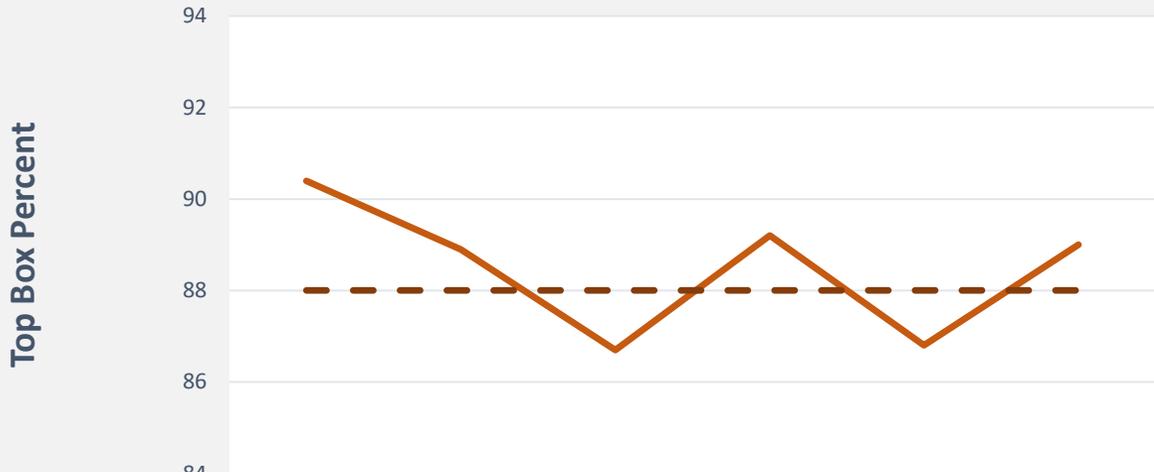
	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21
Overall	74.9	75.1	74.6	73.4	71	73.9
OV Goal	76.5	76.5	76.5	76.5	76.5	76.5
Nrsg	78.5	78	79	78.4	79.1	78.3
Nrsg Goal	80	80	80	80	80	80
Dtrs	79.7	79.9	80.8	79.2	79.6	76.2
Dtrs Goal	82	82	82	82	82	82

# Responsiveness & Medications



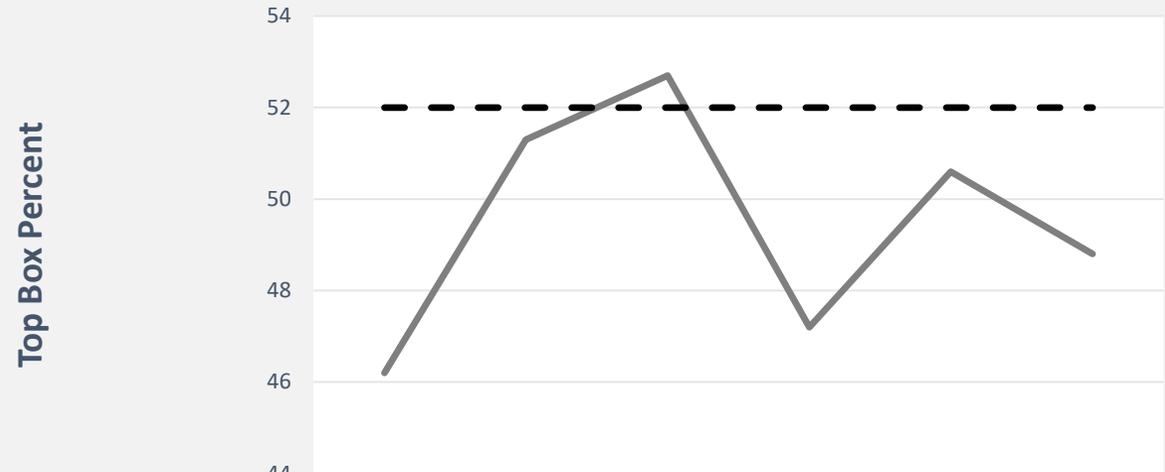
	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21
Responsiveness	68.1	71.2	71.7	69.8	67.8	71.3
Resp Goal	67	67	67	67	67	67
Medications	68.5	70.5	68.8	65.7	68.2	63.8
Med Goal	64	64	64	64	64	64

### Discharge



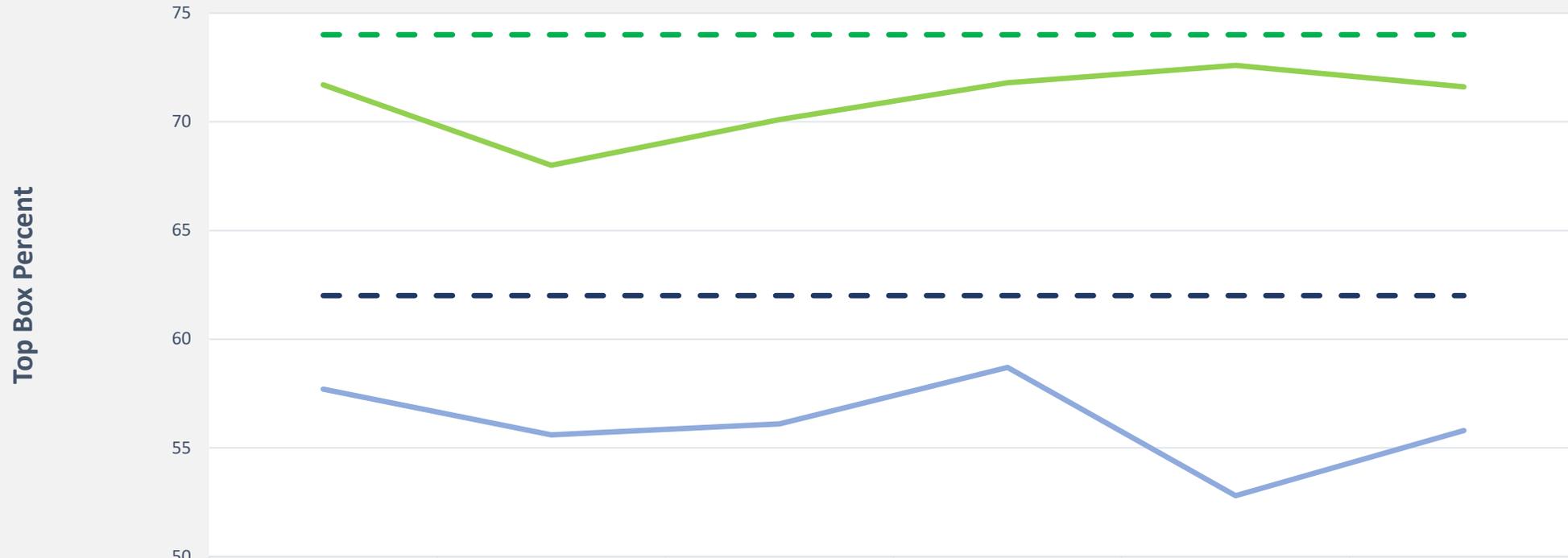
	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21
Discharge	90.4	88.9	86.7	89.2	86.8	89
DC Goal	88	88	88	88	88	88

### Care Transition



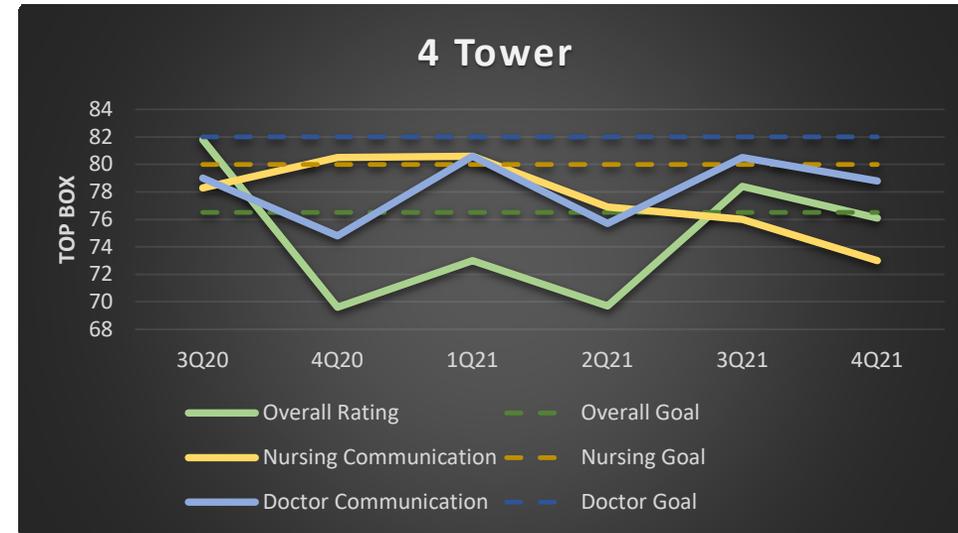
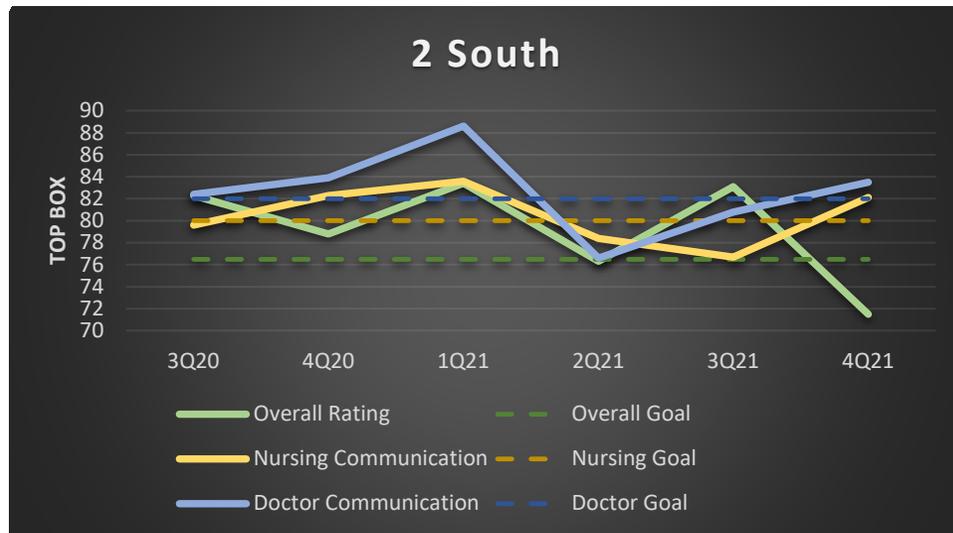
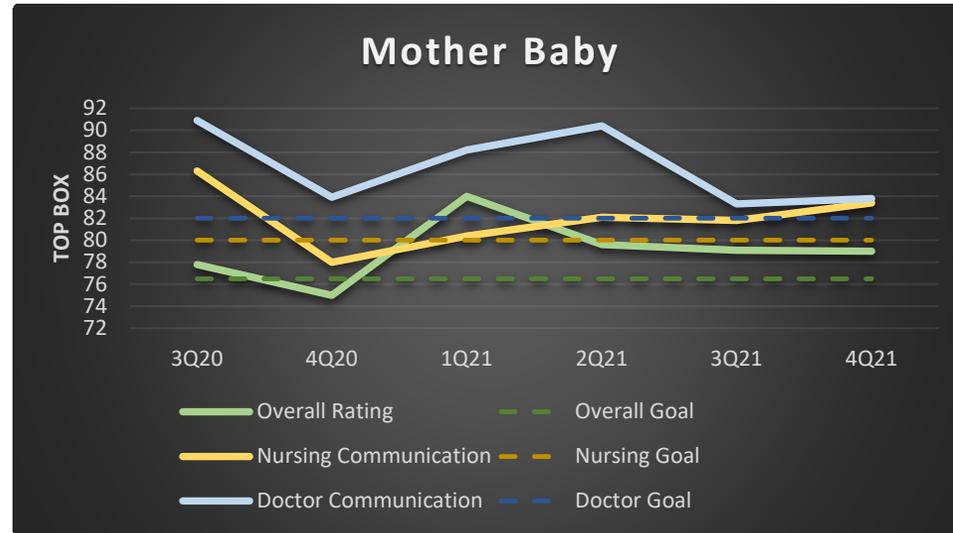
	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21
Care Transition	46.2	51.3	52.7	47.2	50.6	48.8
CT Goal	52	52	52	52	52	52

## Cleanliness & Quietness



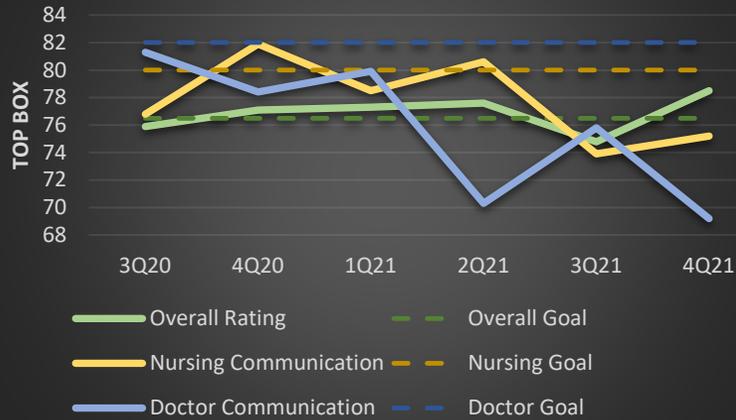
	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21
Cleanliness	71.7	68	70.1	71.8	72.6	71.61
Clean Goal	74	74	74	74	74	74
Quietness	57.7	55.6	56.1	58.7	52.8	55.8
Quiet Goal	62	62	62	62	62	62

# Hospital CAHPS Unit Performance (Above Goal)

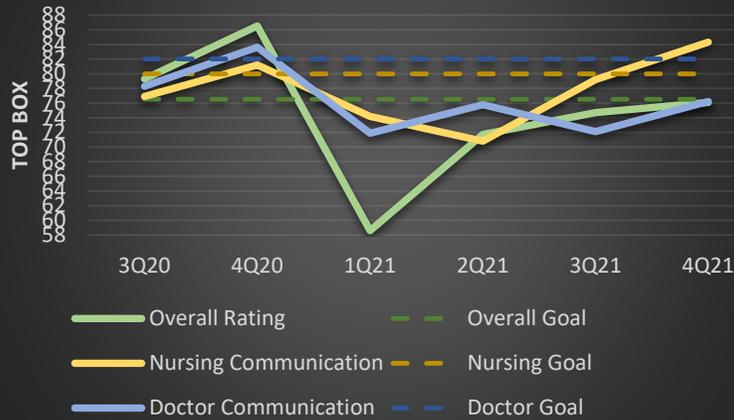


# Hospital CAHPS Unit Performance (Below Goal)

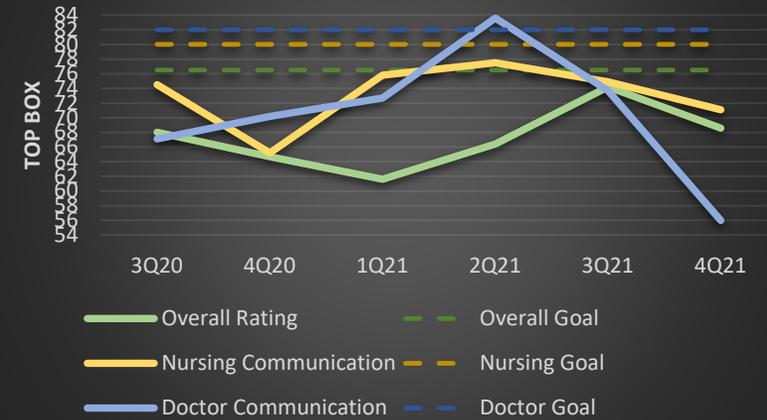
## 2 North



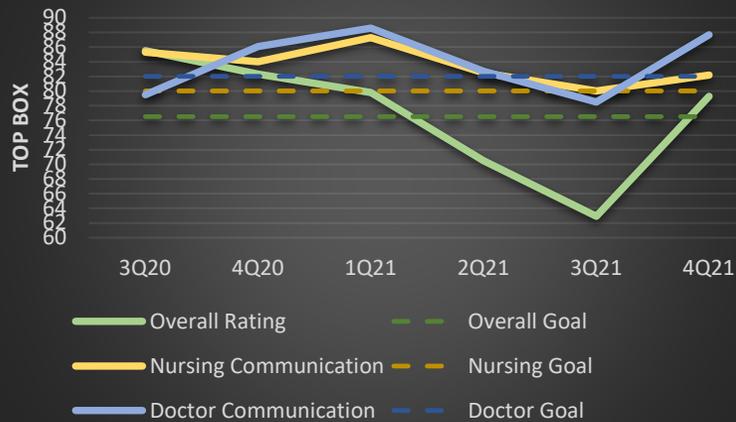
## 4 North



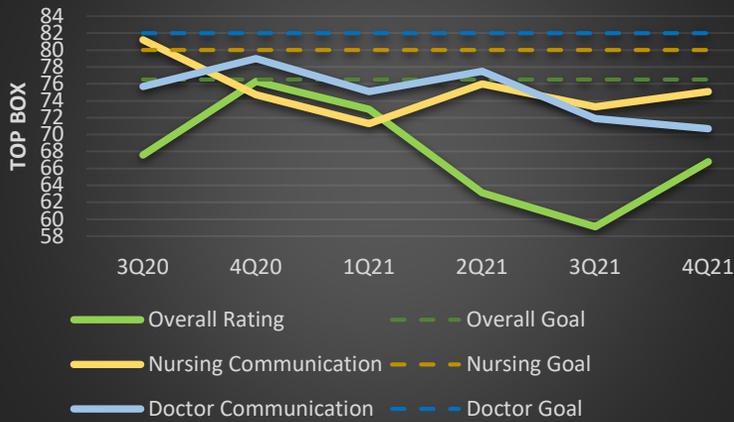
## 3 South



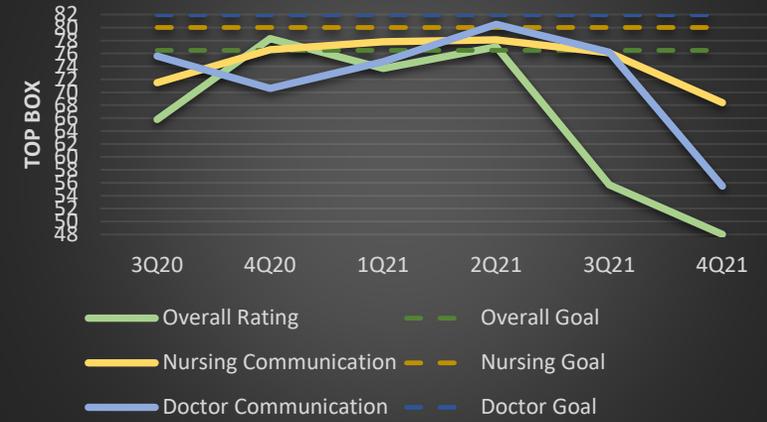
## Broderick Pavilion



## 4 South



## 3 North



# World-Class Service

## Update

### 1. New Surveying

- a) JL Morgan to NRC Health
  - Phone to Paper (CAHPS – Hospital, Home Health, Hospice)
  - Phone to text-SMS/Email/phone-IVR (Med Practice)
  - Phone to phone-IVR (Discharge Outcomes)
- b) JL Morgan to Press Ganey
  - Phone to text-SMS/Email (Emergency Department)
- c) Press Ganey to NRC Health *[Future plans]*
  - Mail to text-SMS/Email/phone-IVR (Rehab – July 2022)
  - Mail to Mail (In-Center Dialysis CAHPS – Jan 2023)

### 2. Meeting with Executive Team

- a) Electronic health record modifications for better coordination
- b) Increase training of areas outside of downtown campus
- c) Hardwire processes to catch issues internally
- d) Improve customer navigation of the system
- e) Align outpatient services to improve efficiency and experiences
- f) Create greater synergy with KHMGM
- g) Assess national practices to enhance patient flow and throughput
- h) Review Emergency Room opportunities
- i) Discuss ideas to address external wayfinding

### 3. World-Class Services

- a) Developing leadership training on World-Class definition and Kaweah Care Service Standards
- b) Developing all team member training on World-Class definition and Kaweah Care Service Standards

# Physician Communication & Engagement

## Goals & Objectives

Objectives & Data	Baseline	Goal - % of Always	July-Dec
HCAHPS Doctor Communication	79.6%	82.0%	<b>76.7%</b>

## Update

1. Use of Communication White Boards
2. Pilot 'Sit for a bit' program
3. Quarterly Patient Experience Dashboard to Medical Executive Committee
4. Build relationships amongst providers through gatherings & events
5. Physician recognition
6. Develop a communication newsletter
7. Identify barriers
8. Update physician lounge

# Patient Experience Dashboard for MEC

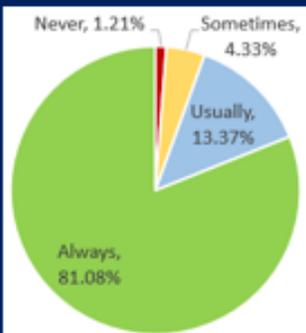
## MEC Dashboard – February 2022

### RECOGNITION Providers Above Goal (82%) in Doctor Communication (July 2020-June 2021)

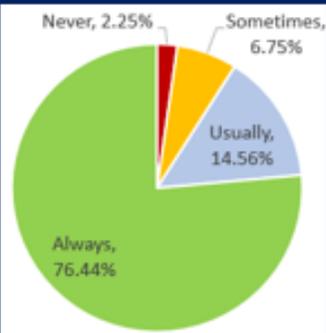
Araim, Leheb	<u>Bencomo, Christopher</u>	Daniels, Mathias	Lee, Tina	Tran, Byron
Atherton, Nichole	Betre, Abraham	Enderton, Elizabeth	Reddy, Sandhya	Williams, Richard
Ayers, Michael	Bhaskar, Shyam	Evangelista, Rebecca	Sabogal, Juan	Zerlang, Stephen
Banks, Shimeka	Borberg Franceschi, Christian	Feng, Frank	<u>Sarria, Ivan</u>	
Barron, Rita	Carrizo, Gonzalo	Kanji, Rehan	Siddiqui, Vajeeh	

### SURVEYING Doctor Communication (July 2021-Nov 2021)

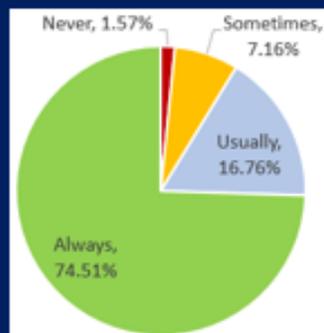
During this hospital stay, how often did doctors treat you with courtesy and respect?  
GOAL: 82%



During this hospital stay, how often did doctors listen carefully to you? GOAL: 82%



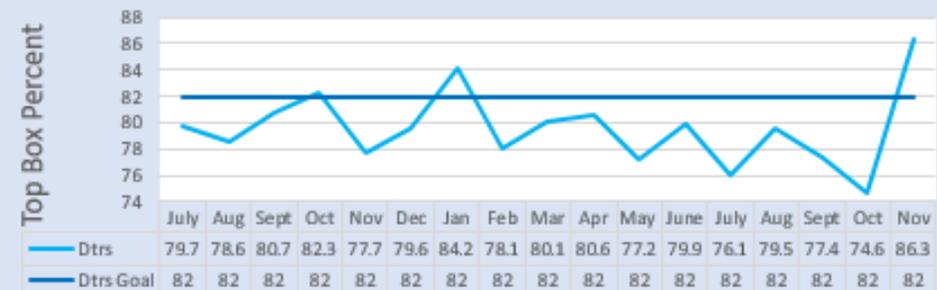
During this hospital stay, how often did doctors explain things in a way you could understand? GOAL: 82%



### BEST PRACTICES

- Greet patients & visitors with a smile
- Sit at the bedside to get eye to eye level with the patient
- Close the encounter with "What questions do you have for me? What can I explain better?"

#### Doctor Communication



# Nurse Communication

## Goals & Objectives

Objectives & Data	Baseline	Goal - % of Always	July-Dec
HCAHPS Nurse Communication	79.6%	80.0%	<b>77.8%</b>

## Update

1. Use of Communication White Boards
2. Leaders Rounding On Patients

# Enhancements of Systems – Managing Belongings

## Goals & Objectives

Data	Baseline	Goal	July-Dec
Lost Belongings	196	147 (25% reduction)	52

## Update

1. Launch Lost & Found software
2. Educate Health Unit Coordinators and Patient Access
3. Update documentation in electronic health record
4. Evaluate 24/7 department to oversee Lost & Found

The screenshot shows the 'Lost and Found' web application for Kaweah Health. The header includes the logo and tagline 'MORE THAN MEDICINE. LIFE.' and navigation links for 'About Us' and 'Lost and Found'. The main content area is divided into three columns:

- View Recently Found Items:** A section with a 'View Now' button and a note that items are updated regularly and may not show all items.
- Report A Lost Item:** A section with a 'Report Now' button and instructions to submit a detailed report.
- Check The Status:** A section with a 'Check Now' button and input fields for 'Last Name', 'Reference Number', and radio buttons for 'Reference #' (selected) and 'Phone #'.

Below these sections is a 'FOUND ITEMS LISTING' table with the following data:

Item #	Item Category	Location	Date	Claim Before
15151181	Cellphone	3 South	2/7/2022	03/09/2022
15150703	Pants	ICU	2/7/2022	03/09/2022
15150697	candy rose and balloon	ICU	2/7/2022	03/09/2022
15150671	Blanket	ICU	2/7/2022	03/09/2022
15149951	Eyeglasses	ICU	2/7/2022	03/09/2022
15149925	robe and slippers	ICU	2/7/2022	03/09/2022

# Enhancements of Systems – Environment & Technology

## Update

1. Complete internal wayfinding
2. Develop strategies to enhance external wayfinding
3. Add more trash receptacles for a cleaner environment
4. Implement Well Health for enhanced communication (Summer 2022)



WELL

## Why Two-Way Texting Matters

98% of text messages are opened, compared to 22% of emails

80% of people want to use their smartphones to engage with healthcare providers

People are *more than twice as likely* to respond to a text than a phone call

26 minutes per person are spent texting daily, compared to about 6 minutes on voice calls