



May 10, 2024

NOTICE

The Board of Directors of the Kaweah Delta Health Care District will meet in an open Patient Experience Committee meeting at 10:00AM on Tuesday May 14, 2024, in the Kaweah Health Medical Center Executive Offices Conference Room – 305 W. Acequia Avenue – Acequia Wing, 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
David Francis, Secretary/Treasurer

Kelsie Davis
Board Clerk, Executive Assistant to CEO

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



KAWEAH DELTA HEALTH CARE DISTRICT BOARD OF DIRECTORS PATIENT EXPERIENCE COMMITTEE

Kaweah Health Medical Center
305 W. Acequia Avenue, Executive Office Conference Room (1st Floor)

Tuesday, May 14, 2024

ATTENDING: Directors: Ambar Rodriguez & Mike Olmos; Gary Herbst, Chief Executive Officer; Keri Noeske, Chief Nursing Officer; Renee Lauck, Director of Imaging and Radiation Services; Amy Baker, Director of Renal Services; Kari Knudsen, Director of Post-Surgical Care; Emma Mozier, Director of Medical/Surgical; Deborah Volosin, Director of Community Engagement; Jennifer Cooper, Executive Assistant; Kelsie Davis, Recording

OPEN MEETING – 4:00PM

1. CALL TO ORDER –

2. 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 (Kelsie Davis 559-624-2330) or kedavis@kaweahhealth.org to make arrangements to address the Board.

3. PATIENT EXPERIENCE STATUS REPORTS – Review of current scores, proposed action plans including timeline for proposed action and potential barriers to proposed action plans.

Christine Aleman, Director of Cardiac & Surgical Services and April McKee, Director of Medical Staff

4. STRATEGIC PLAN / PATIENT EXPERIENCE – Review patient experience and community engagement.

Keri Noeske – Chief Nursing Officer, Deborah Volosin, Director of Community Engagement, Jennifer Cooper, Executive Assistant

5. ADJOURN

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.

*Mike Olmos – Zone I
Secretary/Treasurer*

*Lynn Havard Mirviss – Zone II
Vice President*

*Dean Levitan, MD –
Zone III
Board Member*

*David Francis – Zone IV
President*

*Ambar Rodriguez – Zone V
Board Member*

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**Patient Experience
Board Committee
May 2024**



Patient Experience Board Committee Agenda



Patient Experience
Overall Results/Strategic
Plan FY24



Outpatient Surgery
Patient Experience



Medical Staff Patient
Experience



FY24 Strategic Plan
Update



FY25 Projected
Initiatives



Kaweah Health Patient Experience Organization Goals

	GOAL	Q1			Q2			Q3			Q4		FY24 YTD	
		July 2023	August 2023	September 2023	October 2023	November 2023	December 2023	January 2024	February 2024	March 2024	April 2024	May 2024		June 2024
OVERALL - Net Promoter Scores														
Kaweah Health Overall - Net Promoter Score	83.2	78.6	77.2	77	76.4	78.4	76.7	80.4	82.2	82.5	82.6			79.2
Medical Clinics (Rural Health Clinics)		79.5	78.7	77.9	76.9	78.5	80	84.1	83.8	81.3	83.8			80.5
Inpatient Units		59.6	57.5	58.7	65	66.4	48.9	49	55.6	68.3	62.9			59.2
Specialty Clinics		85.2	79.7	82.8	77.7	83.9	79.9	84.9	87.3	87	93.4			84.2
Infusion Center		N/A	N/A	N/A	89.1	86.1	95.2	92.1	97.8	91.7	82.2			90.6
Diagnostic Center		90	84.5	81.4	83.2	87	86.3	82.6	88.3	89.6	84.7			85.8
Inpatient Rehabilitation		100	53.3	50	85.7	66.7	66.7	72.7	66.7	100	100			76.2
Outpatient Surgery		80.4	83.8	87.4	82.1	77	85.5	NA	NA	NA	NA			82.7
Outpatient Behavioral Health		76.5	83.5	69.3	80	63.6	78.8	77.1	71.2	79.7	67.6			74.7
HCAHPS														
Overall Hospital Rating	72	71.4	75	64.1	77.8	81	74	69.6	84.8	80			73.3	
Would Recommend	71	68.8	70	63.2	76.9	84.5	77.8	72.2	75	64.3			72.5	
Cleanliness														
HCAHPS Cleanliness (50th percentile)	66	60	63.4	69.1	71.8	73.9	69.4	76.5	66.7	53.1			67.1	
Clinic Cleanliness - Consulting Specialty Clinics	81.8	84	79.4	84.6	79.2	85.3	85.3	82.2	82.6	90	89.2			84.2
Clinic Cleanliness - Medical Clinics	81.8	76	74.9	77	75.6	75	73.3	75.8	90.4	90.8	90.5			79.9
Communication and Transitions														
Nursing Communication (60th percentile)	79	77.5	79.9	73.8	86.7	88.8	84	86.9	79.6	76.5			81.5	
Physician Communication (60th percentile)	80	82.2	79.5	83.2	81.1	83.6	80.9	85.5	78.1	75			81.0	
Care Transitions (75th percentile)	55	49.9	60.2	39.6	56.6	50.7	48.2	38.4	37.9	35.7			46.4	
Responsiveness of Hospital Staff (70th percentile)	69	71.1	65.4	69.6	78.1	65.8	70.5	80	56	58.1			68.3	
KEY		Within 10% of goal/benchmark		>10% outside goal/benchmark		Outperforming/meeting goal/benchmark								

Surgical Leadership



Christine Aleman
Director of Cardiac/Surgical Services



Amanda Tercero
Nurse Manager



Leticia Quinn
Assistant Nurse Manager-PACU



Charles Pimentel
Sterile Processing Manager



Leilani Ong
Assistant Nurse Manager

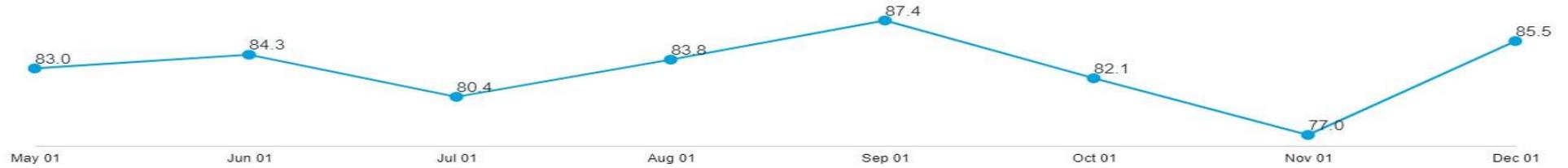


Gala Capra
Assistant Nurse Manager

Data Report Dashboard

NET PROMOTER SCORE

83.1 n-size: 1,470



NPS: Facility would recommend



Net Promoter Score	May 01	Jun 01	Jul 01	Aug 01	Sep 01	Oct 01	Nov 01	Dec 01
	83.0 n = 200	84.3 n = 216	80.4 n = 158	83.8 n = 235	87.4 n = 183	82.1 n = 140	77.0 n = 165	85.5 n = 173

	Anesthesia courtesy/respect	Anesthesia experience	Anesthesia explained	Anesthesia listen carefully	Care provider courtesy/respect	Care providers explain things	Care providers listened	Facility was clean	Family involved in visit	Got help as soon as wanted	Human Understanding	NPS: Facility would recommend	Procedure began on time	Received consistent in fo
Grand Total	83.2 (n-size: 1,510)	72.1 (n-size: 677)	81.5 (n-size: 670)	79.9 (n-size: 668)	79.7 (n-size: 1,580)	70.2 (n-size: 1,594)	71.2 (n-size: 1,587)	80.7 (n-size: 1,532)	79.6 (n-size: 1,472)	63.4 (n-size: 1,575)	81.3 (n-size: 1,488)	83.1 (n-size: 1,470)	36.6 (n-size: 1,637)	62.4 (n-size: 1,599)
Kaweah Health	83.2 (n-size: 1,510)	72.1 (n-size: 677)	81.5 (n-size: 670)	79.9 (n-size: 668)	79.7 (n-size: 1,580)	70.2 (n-size: 1,594)	71.2 (n-size: 1,587)	80.7 (n-size: 1,532)	79.6 (n-size: 1,473)	63.4 (n-size: 1,575)	81.3 (n-size: 1,488)	83.1 (n-size: 1,470)	36.6 (n-size: 1,637)	62.4 (n-size: 1,599)
Kaweah Health Hospital	83.2 (n-size: 1,510)	72.1 (n-size: 677)	81.5 (n-size: 670)	79.9 (n-size: 668)	79.7 (n-size: 1,580)	70.2 (n-size: 1,594)	71.2 (n-size: 1,587)	80.7 (n-size: 1,532)	79.6 (n-size: 1,474)	63.4 (n-size: 1,575)	81.3 (n-size: 1,488)	83.1 (n-size: 1,470)	36.6 (n-size: 1,637)	62.4 (n-size: 1,599)
Outpatient Surgery	83.2 (n-size: 1,510)	72.1 (n-size: 677)	81.5 (n-size: 670)	79.9 (n-size: 668)	79.7 (n-size: 1,580)	70.2 (n-size: 1,594)	71.2 (n-size: 1,587)	80.7 (n-size: 1,532)	79.6 (n-size: 1,475)	63.4 (n-size: 1,575)	81.3 (n-size: 1,488)	83.1 (n-size: 1,470)	36.6 (n-size: 1,637)	62.4 (n-size: 1,599)

Positive Patient Comments

10 Extremely likely [REDACTED]

DOB: 4 OCTOBER 1988 MRN: 9441584 RESP.DATE: 2 JANUARY 2024 ENC.DATE: 28 DECEMBER 2023 COMMENT ADDED DATE: 2 JANUARY 2024 FACILITY: OUTPATIENT SURGERY PROVIDER: BOSMAN SANDRA (1669650164)

SURVEY MODE: SMS QUESTION POD: OUTPATIENT SURGERY MOST RECENT ACTIVITY: - NUMBER OF FOLLOW-UP ACTIONS: -

What Else Re: Experience:
Nurses, anesthesia, and the Dr were great. Faculty staff were very good and helpful before and after surgery.

● Doctor ● Courtesy/Respect ● Recognition ● Nurse/Nurse Aide

COMPLIMENT

10 Extremely likely [REDACTED]

DOB: 4 MAY 2000 MRN: 516542 RESP.DATE: 2 JANUARY 2024 ENC.DATE: 27 DECEMBER 2023 COMMENT ADDED DATE: 2 JANUARY 2024 FACILITY: OUTPATIENT SURGERY PROVIDER: MESHESHA ABIY (1639319783) SURVEY MODE: SMS

QUESTION POD: OUTPATIENT SURGERY MOST RECENT ACTIVITY: - NUMBER OF FOLLOW-UP ACTIONS: -

What Else Re: Experience:
All staff especially the RN's treated me amazing.

● Recognition ● Collective Team ● Nurse/Nurse Aide

COMPLIMENT

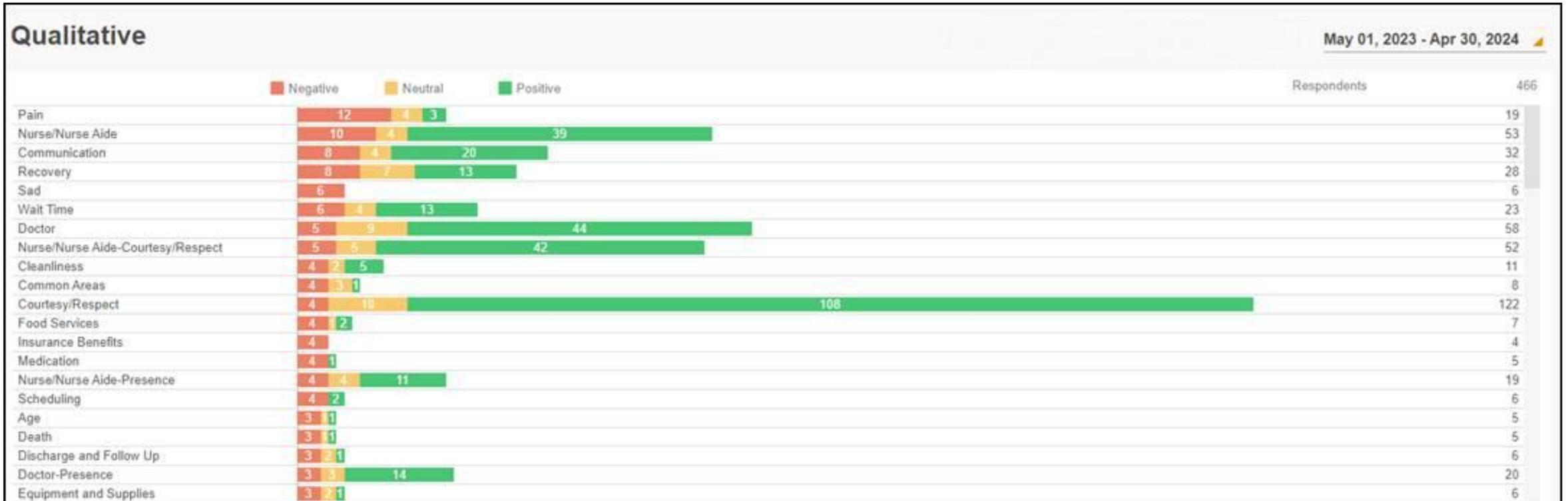
10 Extremely likely [REDACTED]

DOB: 27 FEBRUARY 1949 MRN: 421348 RESP.DATE: 2 JANUARY 2024 ENC.DATE: 29 DECEMBER 2023 COMMENT ADDED DATE: 2 JANUARY 2024 FACILITY: OUTPATIENT SURGERY PROVIDER: DUNCAN IAN (1982866927)

SURVEY MODE: SMS QUESTION POD: XXOUTPATIENT SURGERY MOST RECENT ACTIVITY: - NUMBER OF FOLLOW-UP ACTIONS: -

What Else Re: Experience:
Everyone was so friendly and made me feel like I was secure and of great importance nothing put praise to all who helped me Thur surgery Thank you terrific nurses an anesthesiologist nothing grateful for you all God's blessings to you

Pain Management



METRICS	Bench- mark	Q1 Y2023 n=610	Q2 Y2023 n=141	Q3 Y2023 n=165	Q4 Y2023 n=166	Q1 Y 2024 n=135	Q2 Y2024	Q3 Y2024	Q4 Y2024
Communication with Doctors	80%	80.7%	84.1%	81.6%	82.0%	78.5%			
Doctors explained things understandably	74%	76.1%	81.6%	79.4%	81.3%	75.6%			
Doctors listened carefully to you	78%	80.4%	80.7%	79.3%	80.0%	76.3%			
Doctors treated me with courtesy/respect	86%	85.8%	89.9%	86.1%	84.6%	83.6%			

Overall, the team has met or surpassed the benchmark, but a recent decline is noted in some metrics. We have instituted a monthly newsletter to physicians to advise them on trended data and share positive feedback from patients.

Next Steps:

1. Identify physicians that have opportunities for improvement to the Department leaders
2. Department leaders will coach/counsel on best practices (ie. commit to sit)

Project Updates

Compassionate Communication Modules

Speaking with Compassion

It is not just what you say, but how you say it

7% is communicated with words

38% is communicated through tone of voice

55% is communicated through body language

93% of communication involves your voice tone and body language



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Communicating with Patients

Remember that **we are the patient experience!** Every interaction that we have can add to or take away from how we make others feel during their time here. To help support a more positive experience:

- Introduce yourself and your role
- Share estimated wait times
- Be engaged with patients and their families
- Speak in plain language and avoid acronyms
- Narrate your care
- Summarize what the patient said and check for understanding
- Ask "Is there anything else I can do for you?"

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Communication Goes Two Ways



Speak with Compassion: Speak with empathy and kindness, avoiding judgment. Offer support and encouragement, utilizing supportive non-verbal cues such as maintaining eye contact and using comforting gestures.

Listen with Compassion: Listening with compassion involves actively understanding others' perspectives, validating their emotions, building trust, and reducing misunderstandings through attentive and empathetic engagement.

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Setting and Maintaining Professional Boundaries

Healthcare professionals must balance compassionate care with professional boundaries, distinguishing their role as caregivers from personal relationships.

Try This:

Participate in **peer support groups** or **facilitated sessions** like **Schwartz Rounds** to discuss challenging cases and maintain compassionate connections with colleagues and patients.

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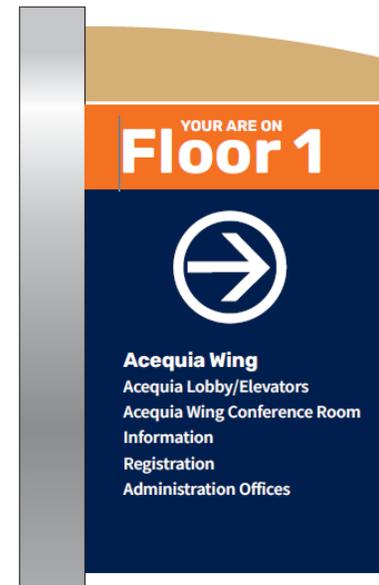
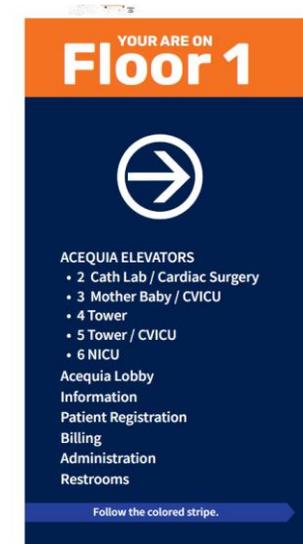
Project Updates

- Patient Stories
 - Provided to all leaders
 - Integrated into huddles, continue to monitor
- Compliment Sharing
 - Sharing feedback with individuals and teams
 - Using compliments from feedback for weekly newsletters



Wayfinding Improvements

Project Updates



Project Updates

- Next Projects – FY25
 - Service Recovery
 - Lost Belongings Prevention
 - Patient Navigation
 - Customer Service Training
 - Environment Enhancements
 - Engage Medical Staff
 - Department Level
 - Responsiveness of Staff
 - Care Transitions