



December 2, 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 December 9, 2021 in the Kaweah Health Chronic Disease Management 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  
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  
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<http://www.kaweahdelta.org>

# KAWEAH DELTA HEALTH CARE DISTRICT BOARD OF DIRECTORS

## PATIENT EXPERIENCE

Thursday, December 9, 2021 - 4:00PM

Kaweah Health Chronic Disease Management Conference Room  
325 S. Willis St, 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, RN, VP & Chief Nursing Officer; Steve Carstens, DO, Medical Director of Physician Engagement, George Ortega, Recording.

### OPEN MEETING – 4:00PM

**CALL TO ORDER** – *Dave Francis, 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: Fiscal Year 2022 (July – Oct 2021) – *Ed Largoza, RN, Director of Patient Experience*

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

### 2. **Patient & Community Experience Strategic Plan Updates**

- 2.1. **World-class Service** – *Ed Largoza, RN, Director of Patient Experience*
- 2.2. **Physician Communication** – *Steve Carstens, DO, Medical Director of Physician Engagement*
- 2.3. **Nursing Communication**– *Keri Noeske, RN, VP & Chief Nursing Officer*
- 2.4. **Enhancements of Systems and Environment** – *Luke Schneider, Director of ISS Applications*

### 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.*

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*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.**

# Patient Experience Board

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

December 2021

Providing World Class Service



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



# Performance & Goals: July-Oct 2021

EMERGENCY DEPARTMENT	# OF SURVEYS	PERFORMANCE	GOAL
	1799	<b>78.1%* (&gt;90<sup>th</sup>)</b> [86.1% (>90 <sup>th</sup> ) - 8s, 9s & 10s]	70% (50 <sup>th</sup> )

REHAB	# 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
	105	<b>82.4% (&lt;50<sup>th</sup>)</b> [98.0% (>90 <sup>th</sup> ) - 8s, 9s & 10s]	91% (90 <sup>th</sup> )

CLINIC & GROUP CAHPS	# OF SURVEYS	PERFORMANCE	GOAL
	2004	<b>82.4% (&lt;50<sup>th</sup>)</b> [92.4% (>90 <sup>th</sup> ) - 8s, 9s & 10s]	84% (50 <sup>th</sup> )

\*Validating score with vendor

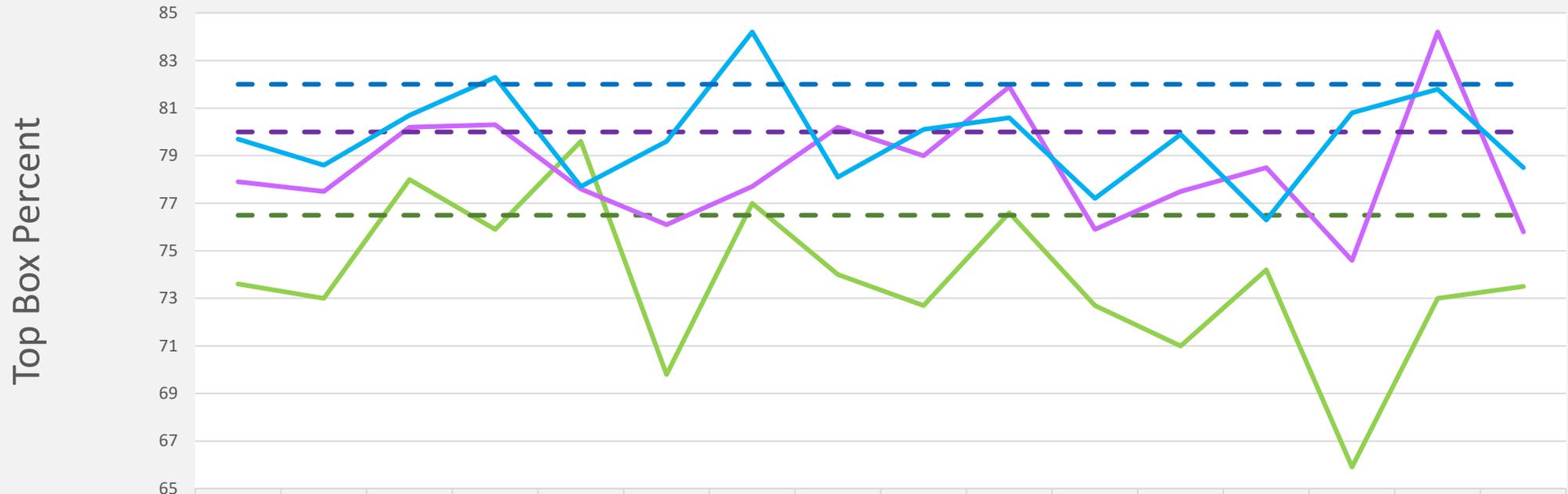
## Hospice / ICH CAHPS Performance & Goals

IN-CENTER HEMODIALYSIS	# OF SURVEYS	PERFORMANCE	GOAL
Oct 2020-Jan 2021	27	85.2% (82nd)	86.7% (90 <sup>th</sup> )

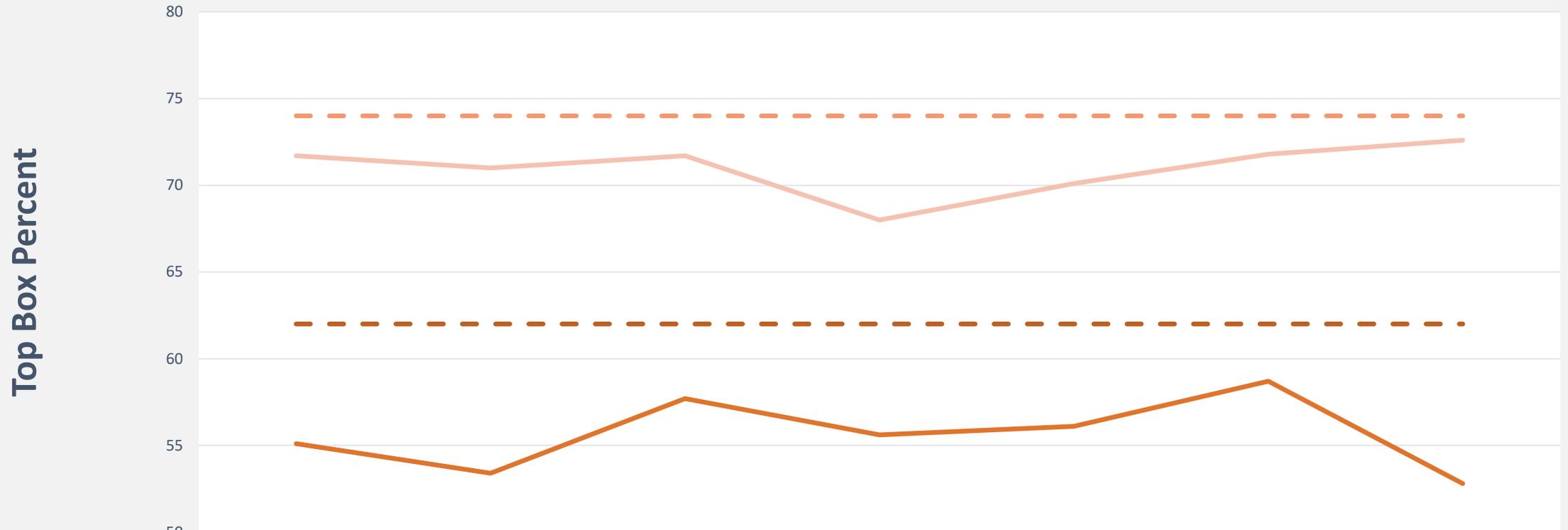
HOSPICE	# OF SURVEYS	PERFORMANCE	GOAL
April 2020-Mar 2021	134	85.8% (50 <sup>th</sup> -75 <sup>th</sup> ) [95.5% (>90 <sup>th</sup> ) - 8s, 9s & 10s]	88% (90 <sup>th</sup> )

## Overall Rating & Communication



	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct
Overall	73.6	73	78	75.9	79.6	69.8	77	74	72.7	76.6	72.7	71	74.2	65.9	73	73.5
OV Goal	76.5	76.5	76.5	76.5	76.5	76.5	76.5	76.5	76.5	76.5	76.5	76.5	76.5	76.5	76.5	76.5
Nrsg	77.9	77.5	80.2	80.3	77.6	76.1	77.7	80.2	79	81.9	75.9	77.5	78.5	74.6	84.2	75.8
Nrsg Goal	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80
Dtrs	79.7	78.6	80.7	82.3	77.7	79.6	84.2	78.1	80.1	80.6	77.2	79.9	76.3	80.8	81.8	78.5
Dtrs Goal	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82	82

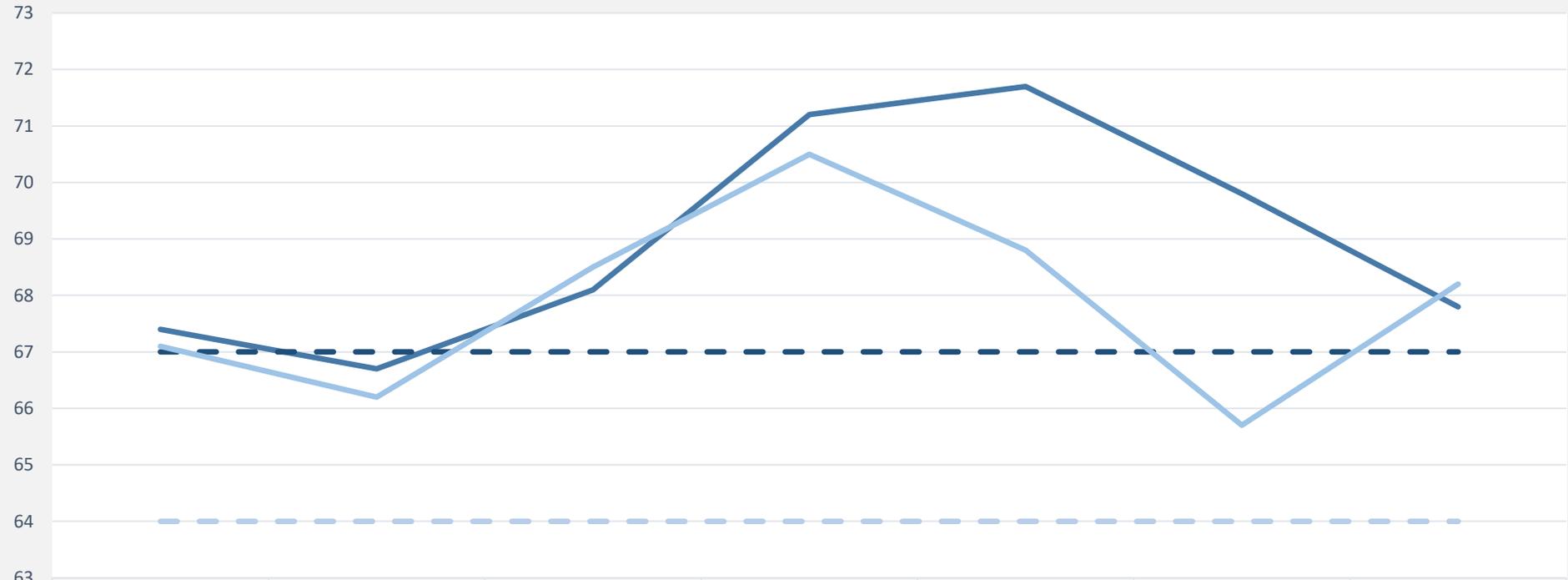
## Cleanliness & Quietness



	1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21
Cleanliness	71.7	71	71.7	68	70.1	71.8	72.6
Clean Goal	74	74	74	74	74	74	74
Quietness	55.1	53.4	57.7	55.6	56.1	58.7	52.8
Quiet Goal	62	62	62	62	62	62	62

## Responsiveness & Medications

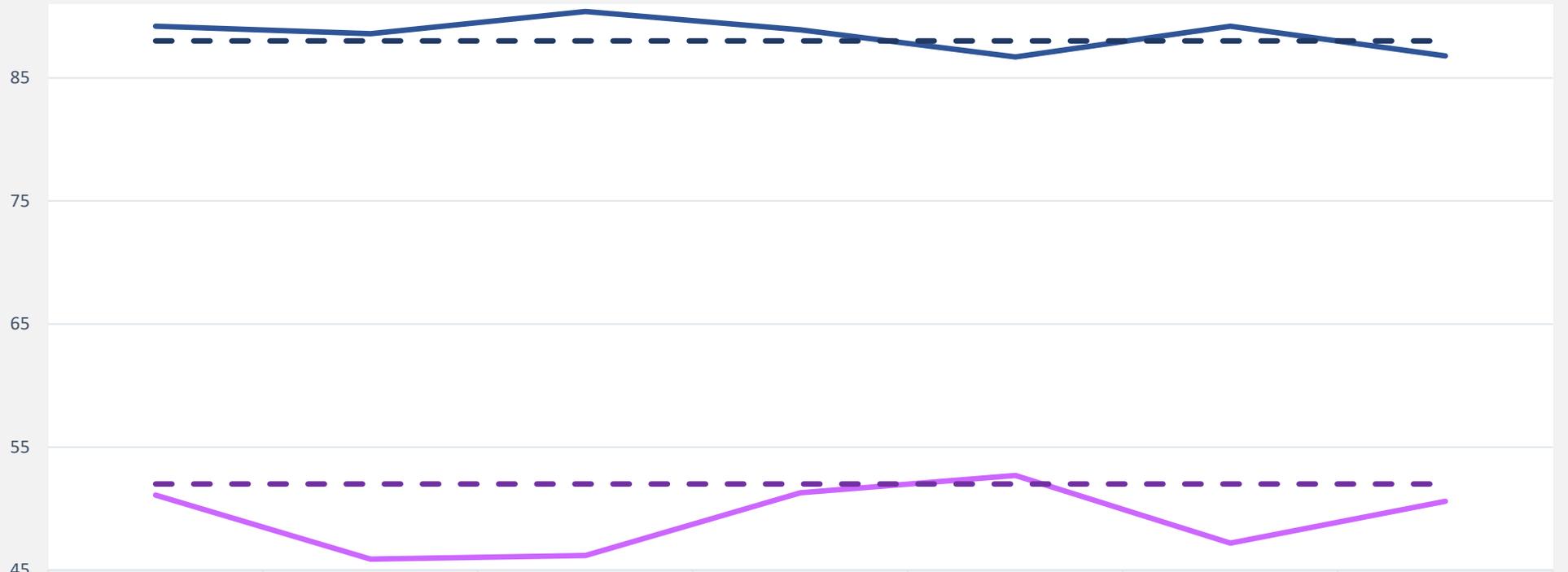
Top Box Percent



	1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21
Responsiveness	67.4	66.7	68.1	71.2	71.7	69.8	67.8
Resp Goal	67	67	67	67	67	67	67
Medications	67.1	66.2	68.5	70.5	68.8	65.7	68.2
Med Goal	64	64	64	64	64	64	64

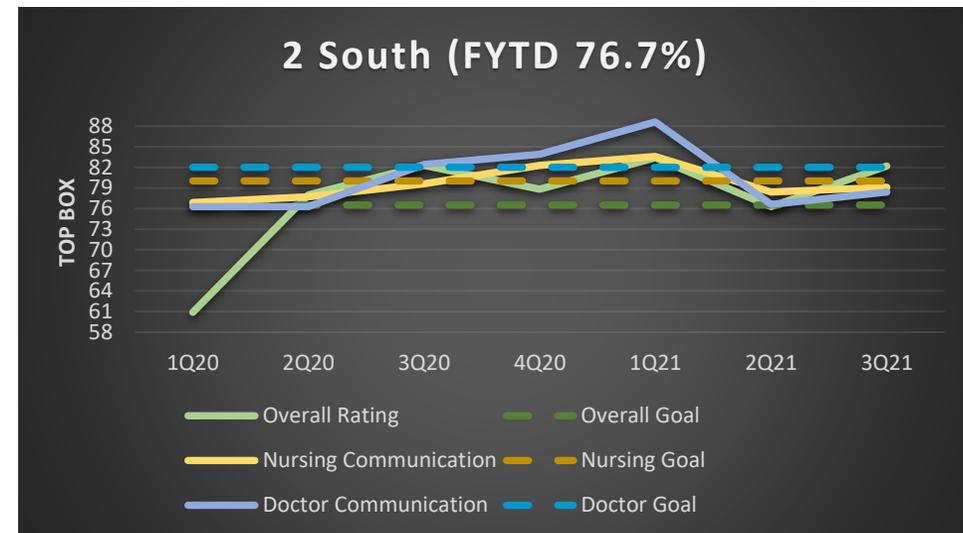
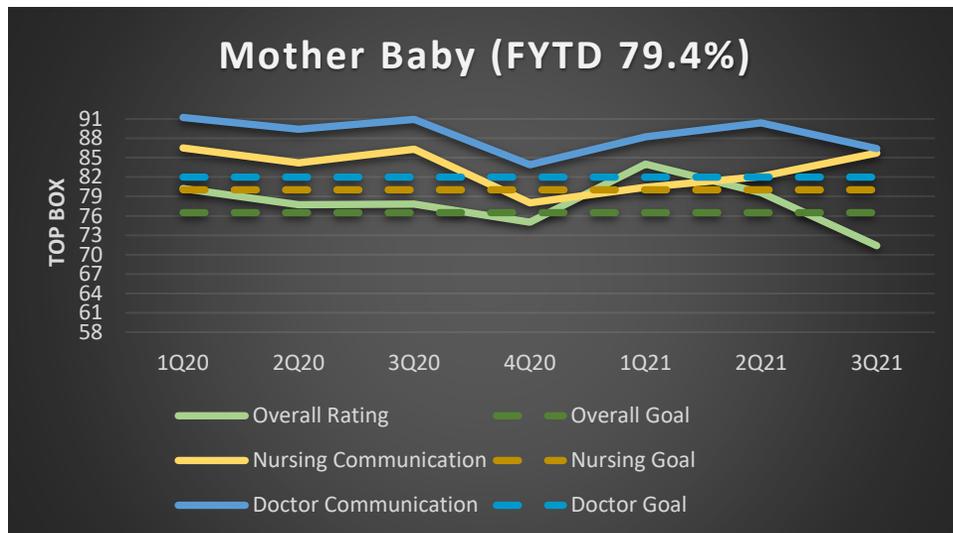
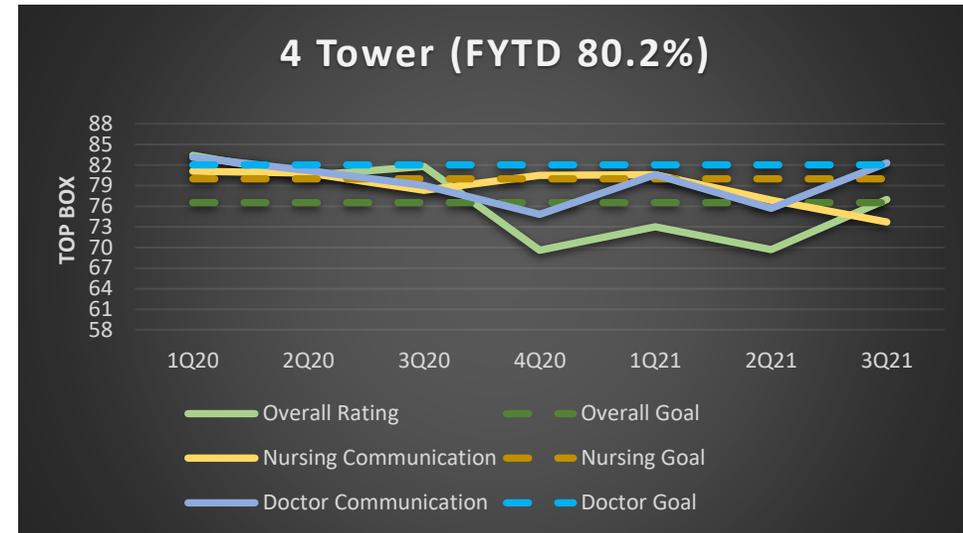
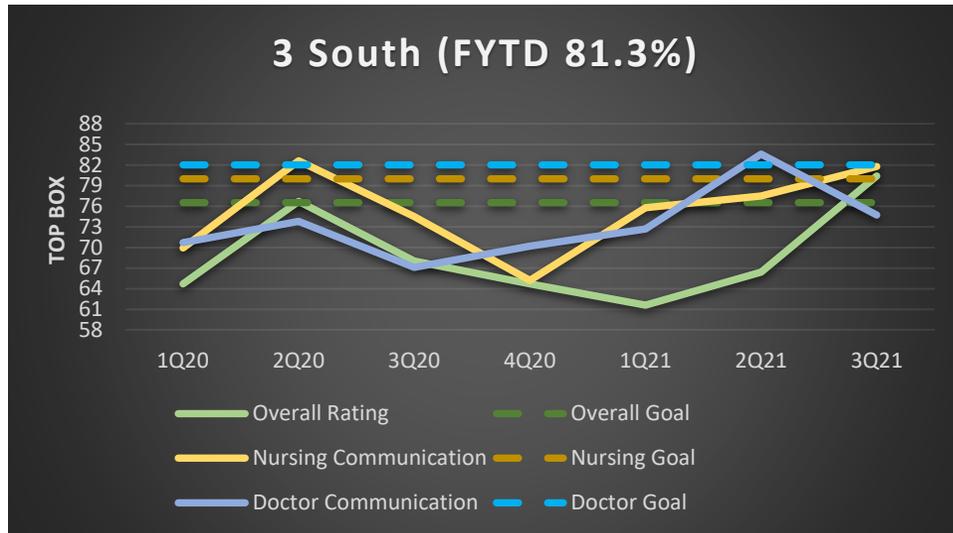
## Discharge & Care Transition

Top Box Percent



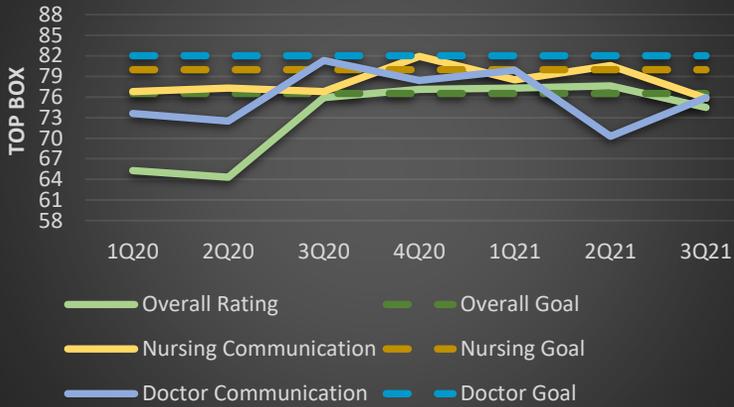
	1Q20	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21
— Discharge	89.2	88.6	90.4	88.9	86.7	89.2	86.8
- - DC Goal	88	88	88	88	88	88	88
— Care Transition	51.1	45.9	46.2	51.3	52.7	47.2	50.6
- - CT Goal	52	52	52	52	52	52	52

# Hospital CAHPS Unit Performance (Above Goal)

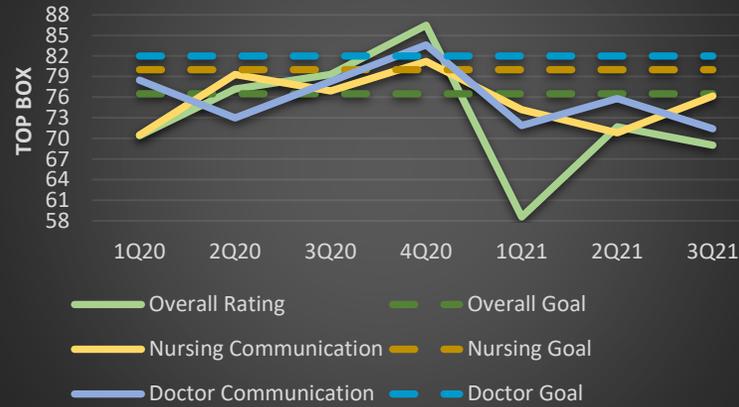


# Hospital CAHPS Unit Performance (Below Goal)

## 2 North (FYTD 74.4%)



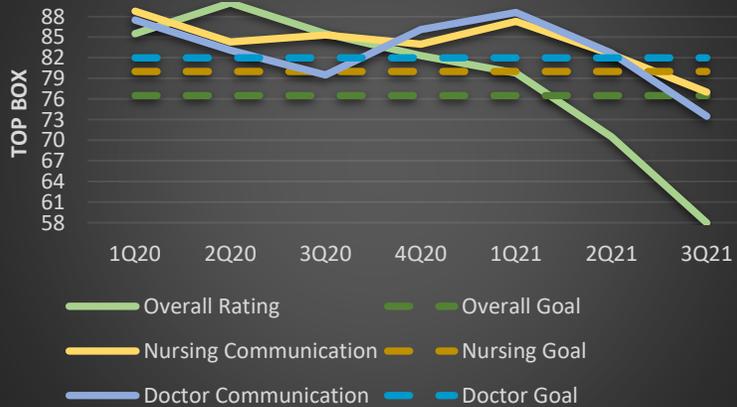
## 4 North (FYTD 71.0%)



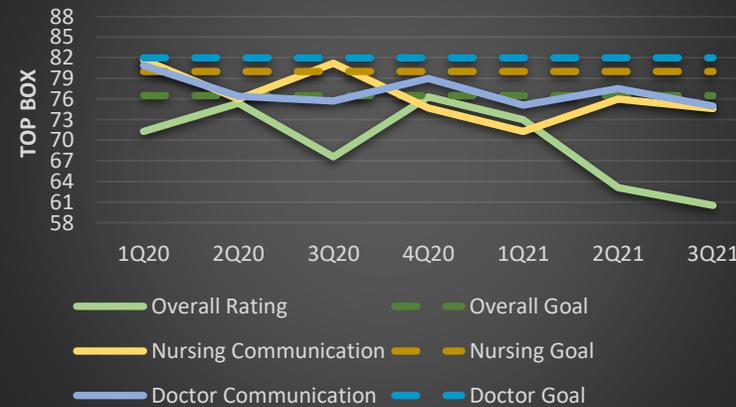
## 3 North (FYTD 68.8%)



## Broderick Pavilion (FYTD 61.5%)



## 4 South (FYTD 58.0%)



# World-Class Service

## Goals & Objectives

Objectives & Data	Baseline	Goal - % 9s & 10s	July-Oct
HCAHPS Overall Rating	74.8%	76.5%	71.9%
ED Overall Rating	66.6%	70.0%	78.1%

## Update

1. **Selected 'World-Class Care' definition**
  - Excellent care that is consistent, coordinated, and compassionate.
  - Metrics: Performance at or above the top 10 percent nationally.
2. **Selected Service Standards**
  1. We smile and greet everyone we meet.
  2. We keep our environment clean and pick up trash.
  3. We are a team and we look for opportunities to help each other.
  4. We are caring, kind, and compassionate in every interaction.
3. **Develop roll-out strategy**
4. **Evaluating new patient surveying vendor**

# Physician Communication

## Goals & Objectives

Objectives & Data	Baseline	Goal - % 9s & 10s	July-Oct
HCAHPS Doctor Communication	79.6%	82.0%	77.9%

## Update

1. Networking Happy Hours
2. Remodel Physician Lounge
3. Recognition of high performing doctors in physician communication FY 2021
4. Simulation for Introductions, Blameless Apologies, and Closing encounters
5. Quarterly Dashboard to MEC

# Nurse Communication

## Goals & Objectives

Objectives & Data	Baseline	Goal - % 9s & 10s	July-Oct
HCAHPS Nurse Communication	79.6%	80.0%	77.9%

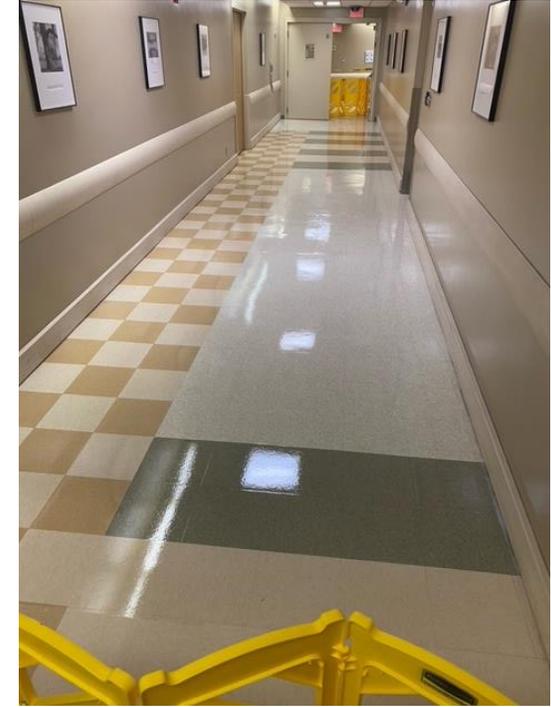
## Update

1. Communication Whiteboard Compliance
2. Leader Rounding Compliance

# Enhancements of Environment

## Update

1. New blankets and disposable curtains
2. 24/7 Dispatch Team for EVS, laundry, & transport
3. Adding trash receptacles at downtown campus
4. Adding signage for wayfinding on Mineral King floors



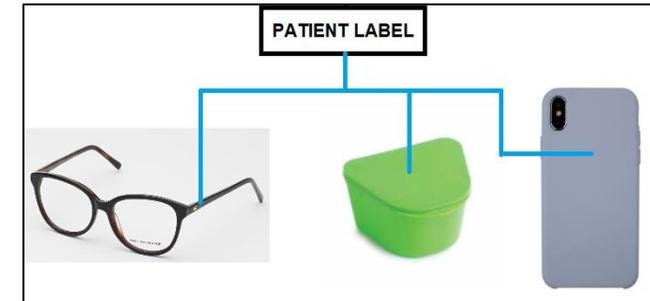
# Enhancements of Systems – Managing Belongings

## Goals & Objectives

Data	Baseline	Goal	July-Nov
Lost Belongings	196	147 (25% reduction)	<b>37</b>

## Update

1. ISS to update electronic documentation
2. Rolling out software & process to improve tracking and communication
3. Staff increase labeling and documentation
4. Evaluating dedicated department to oversee Lost & Found



### View Recently Found Items

Please Click Here to view a list of items recovered at this location over the past 30 days.

*Note: This is updated on a regular basis and may not show all the items that may have been found.*

[View Now](#)

### Report A Lost Item

Please Click Here to submit a detailed Lost Item Report to this location.

Once your Report is submitted, you can check the status of your lost report online at any time.

[Report Now](#)

### Check The Status

Please enter your Last Name and Lost Item Report Reference Number here.

Reference #  Phone #

[Check Now](#)

Item #	Item Category	Location	Date	Claim Before
14878515	Identification	Emergency Department	11/30/2021	02/28/2022
14878497	Tablet	2 South	11/30/2021	02/28/2022
4878473	Master Card	4 North	11/30/2021	02/28/2022
4878441	Visa	Acequia Lobby	11/30/2021	02/28/2022
4878427	Visa	Parking Lot	11/30/2021	02/28/2022

LANGUAGE