

Kaweah Delta Health Care District Board Of Directors Committee Meeting

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

NOTICE

The Patient Experience Board Committee of the Kaweah Delta Health Care District will meet at the Lifestyle Fitness Center Conference Room {5105 W Cypress Ave, Visalia, CA} on Wednesday, March 12, 2025:

- 4:00PM Open meeting.

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.

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 near the Mineral King entrance.

The disclosable public records related to agendas can be obtained by contacting the Board Clerk at Kaweah Health Medical Center – Acequia Wing, Executive Offices (Administration Department/Executive Offices) {1st floor}, 400 West Mineral King Avenue, Visalia, CA via phone 559-624-2330 or email: kedavis@kaweahhealth.org, or on the Kaweah Delta Health Care District web page <http://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, www.kaweahhealth.org

Mike Olmos • Zone 1
President

Lynn Havard Mirviss • Zone 2
Vice President

Dean Levitan, MD • Zone 3
Board Member

David Francis • Zone 4
Secretary/Treasurer

Amando Murrieta • Zone 5
Board Member

Kaweah Delta Health Care District Board of Directors Committee Meeting

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KAWEAH DELTA HEALTH CARE DISTRICT BOARD OF DIRECTORS PATIENT EXPERIENCE

Wednesday, March 12, 2025

Kaweah Health Lifestyle Fitness Center

5105 W Cypress Ave – Conference Room

Attending: Directors: Mike Olmos (Chair) and Dean Levitan, M.D; Marc Mertz, Chief Strategy Officer; Deborah Volosin, Director of Patient and Community Experience; Sintayehu Yirgu, Patient Experience Advocate; Teresa Bobadilla, Patient Experience Data Analyst; and Lisette Mariscal, Recording

OPEN MEETING – 4:00 PM

CALL TO ORDER – Mike Olmos, Chair

PUBLIC / MEDICAL STAFF 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.

- 1. MINUTES** – [Review of minutes from January 2025.](#)
- 2. INTRODUCTIONS** – Introduction of the Patient Experience team.
- 3. PATIENT EXPERIENCE** – *Deborah Volosin, Director of Patient and Community Experience*
 - [3.1 Patient Experience Structure Update](#)
 - [3.2 HCAHPS and Real Time Survey Scores](#)
 - [3.3 PX March Topic](#)

ADJOURN – Mike Olmos, Chair

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Mike Olmos • Zone 1 President	Lynn Havard Mirviss • Zone 2 Vice President	Dean Levitan, MD • Zone 3 Board Member	David Francis • Zone 4 Secretary/Treasurer	Armando Murrieta • Zone 5 Board Member
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MINUTES OF THE KAWEAH DELTA HEALTH CARE DISTRICT BOARD OF DIRECTORS PATIENT EXPERIENCE

Wednesday, January 8, 2025
Executive Office Conference Room
305 W. Acequia Avenue – Kaweah Health Medical Center

PRESENT: Directors: Mike Olmos (Chair) and Armando Murrieta; Gary Herbst, CEO; Marc Mertz, Chief Strategy Officer; Deborah Volosin, Director of Patient & Community Experience; and Lisette Mariscal, Recording

CALLED TO ORDER – 4:03PM

PUBLIC / MEDICAL STAFF PARTICIPATION – None.

PATIENT EXPERIENCE – *Deborah Volosin presented the Patient Experience Structure and Assessment Update. Deborah also reviewed the 2024 HCAHPS and Real Time Survey scores.*

ADJOURN – 5:21PM

*Mike Olmos – Zone I
President*

*Lynn Havard Mirviss – Zone II
Vice President*

*Dean Levitan, MD – Zone III
Board Member*

*David Francis – Zone IV
Secretary/Treasurer*

*Armando Murrieta – Zone V
Board Member*

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

PX Board Meeting

March 2025



kaweahhealth.org

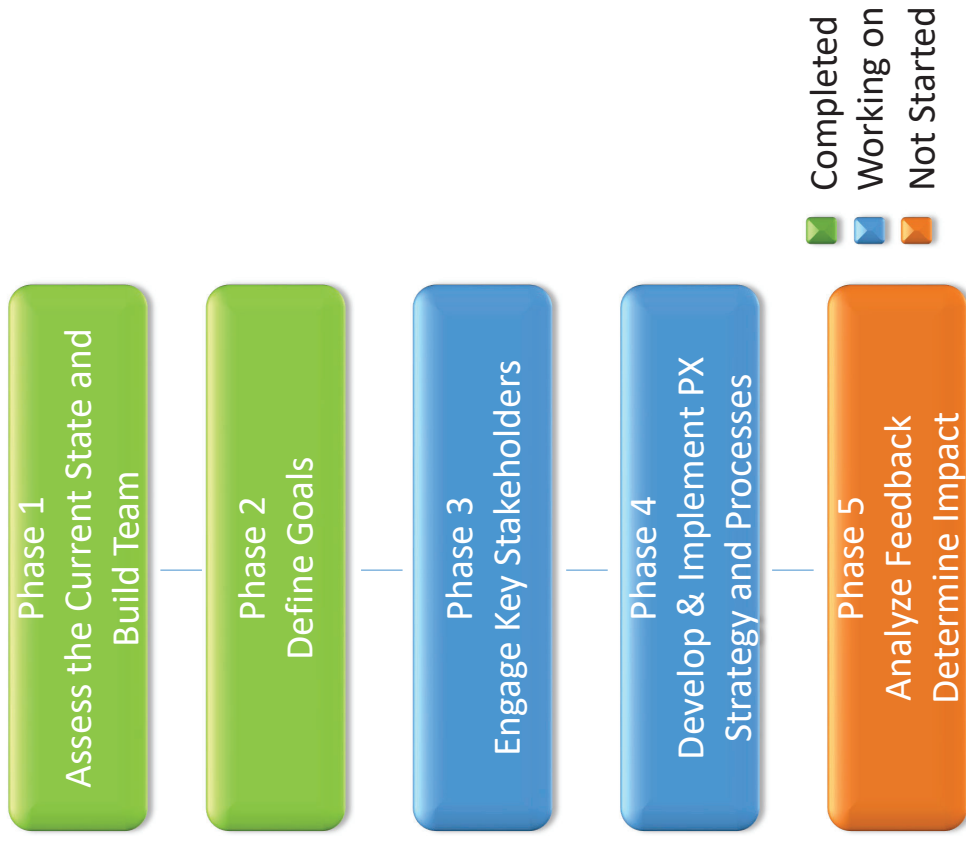


Kaweah Health
MORE THAN MEDICINE. LIFE

Patient Experience Leadership Expectations

Patient Experience Department	Executive Team	Operational Unit Leadership
<ul style="list-style-type: none"> • Be an advocate for patients and families and a resource for staff. • Help drive the culture of Kaweah Health to be patient-centered and true to the mission statement that is focused on health, excellence, and compassion. • Help set expectations for behaviors and work with the teams to ensure they have the processes, coaching, and support they need to be successful. • Establish a district-wide set of comprehensible reports that will show achievements and opportunities for each particular unit and will send these reports to the unit leaders in a timely manner. • Work with unit leaders to give them best practices for creating a positive patient experience and will assist them in coaching their teams when opportunities arise. • Help units/departments design and implement practices that create exceptional patient experiences. • Be a sounding board for the units and if barriers are brought to our attention we will escalate those concerns to the executive leadership. 	<ul style="list-style-type: none"> • Support the creation of the Patient Experience department. • 100% commitment that patient and community experience will be a top priority for the organization. • Support and assist the Patient Experience Department by monitoring department and service line performance and following-up with unit leaders if needed. • Hold operational leaders accountable for patient experience scores and experience feedback follow-up • Round on patients and families in the main hospital once a month. • Participate in Quality & Safety rounds. 	<ul style="list-style-type: none"> • Log in and check additional reports in the NRC portal. <ul style="list-style-type: none"> • Compliment Report – (2-3 times a week and share with teams) • Service Recovery Alerts – (2-3 times a week and reach out to patients and families to apologize and perform service recovery.) • Take timely action on complaints and implement service recovery by communicating with patient and families directly. • Celebrate positive feedback with team and coach compassionate communication when opportunities arise. • Hold staff accountable for patient experience (make this a part of every management position job description both clinical and non-clinical). • Round on patients and families daily. • Be engaged and on board with the organization’s behavioral standards. • Meet with Patient Experience department quarterly to review unit scores and action plans based on those metrics. • Participate in Patient Experience based trainings.

PHASES OF PX ROLL-OUT



Phase 3 – Engage Stakeholders

Inpatient Unit
Directors,
Managers,
Assistant
Managers

Physician
Groups

Rural Health
Clinics

Rehab
Hospital

Sequoia
Regional
Cancer
Center

Graduate
Medical
Education

Phase 4 – Develop and Implement PX Strategy and Processes

Patient
Rounding

Units

PX Phone
Line

Service
Recovery
Tools &
Training

Ancillary
Services

Complaints
&
Grievances

Org/Dev &
Volunteer
Services

PFAC



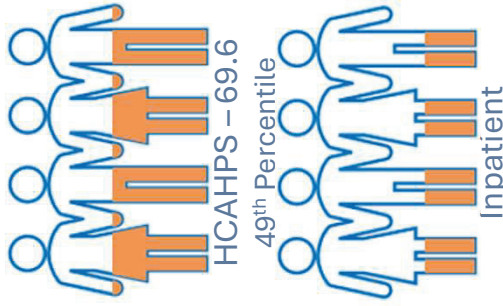
Patient Experience Matters

Opportunities and insights to increase patient satisfaction.

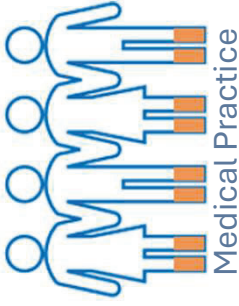
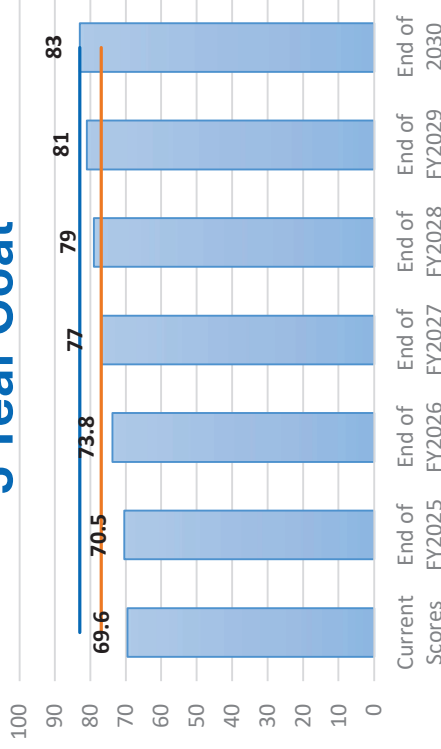
Kaweah Health February 2025

Fiscal Year Data July 2024 – January 2025

Survey Scores



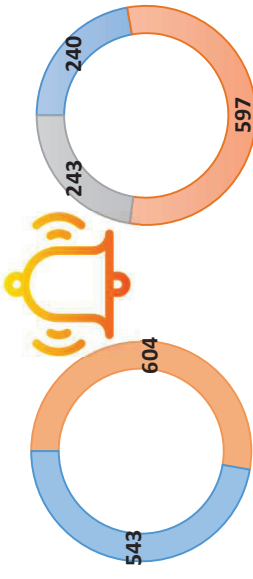
5 Year Goal



Coming Soon...

- Rounding
- MIDAS
- PX Phone

Service Alerts



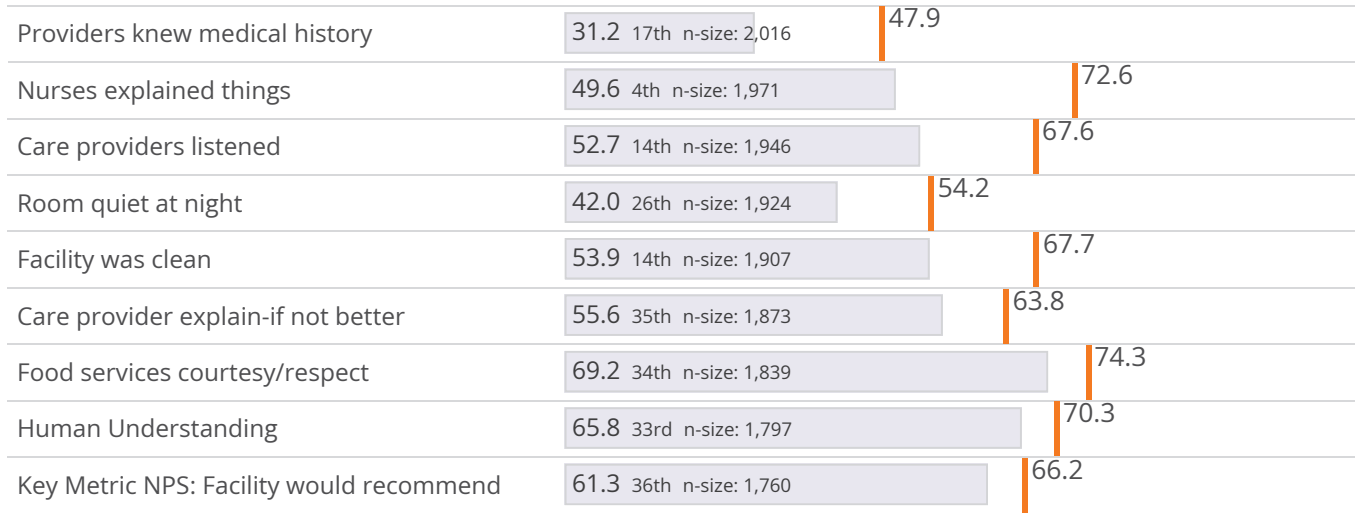
Open Closed Positive Neutral Negative

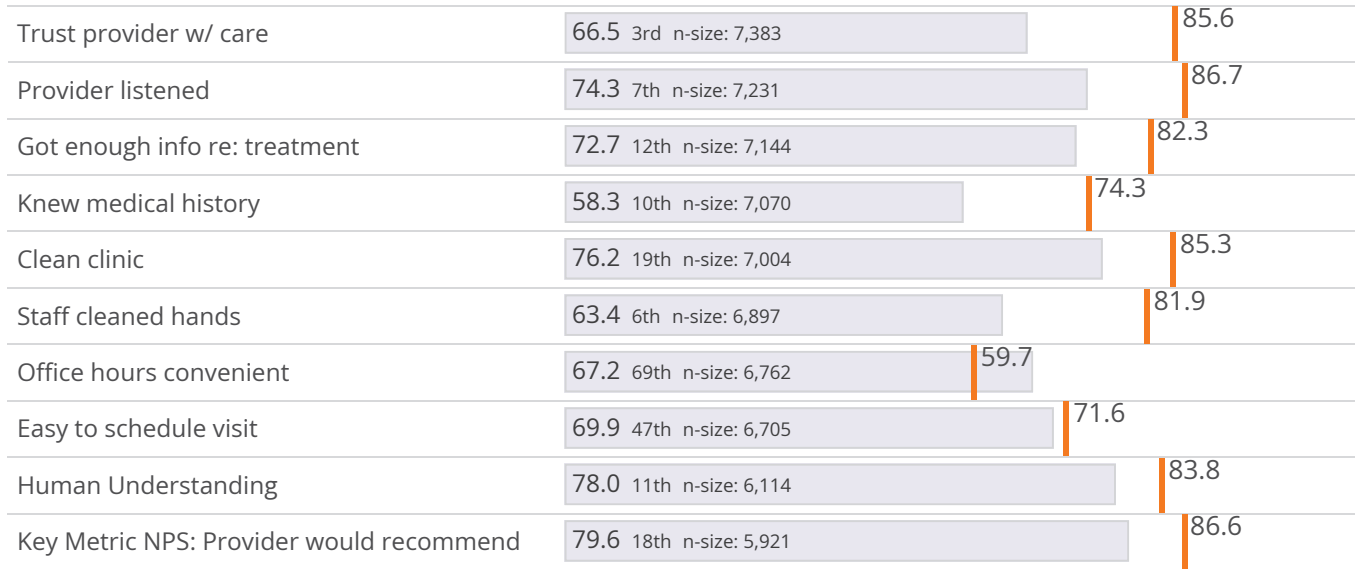
Human Understanding – 75.2
13th Percentile

PRIORITIES FOR ORGANIZATION

- Trusting providers with care
- Spending enough time with patient
- Explaining things understandably
- Knowing medical history
- Care providers listening










Patient Experience Phone Line – X5151
Patient Experience Office Hours – Tuesday 9:00am-10:00am, Friday 2:00pm-3:00pm; (G2Meeting)





Percent Submittable: **136.3%** Submittable: 409 Needed: 300 Submittable Date Range: Mar 7, 2024 — Mar 6, 2025

CURRENT DATE RANGE | PREVIOUS DATE RANGE
Jul 1, 2024 — Jan 31, 2025 | **Jul 1, 2023 — Jan 31, 2024**

Dimension	Previous Score	Current Score & Benchmark	n-size	Difference
Care Coordination	-	75.8%  68.4%	37	-
Care Transitions	49.4%	42.5%  51.9%	190	-6.9% ↓
Cleanliness	70.0%	69.1%  69.3%	230	-0.9% ↓
Communication About Meds	71.2%	67.7%  61.0%	108	-3.5% ↓
Communication with Doctors	82.3%	81.1%  80.1%	233	-1.2% ↓
Communication with Nurses	82.7%	81.3%  79.5%	233	-1.4% ↓
Discharge Information	89.5%	88.6%  87.5%	214	-0.9% ↓
Information About Symptoms	-	70.6%  73.7%	34	-
Overall Rating of Hospital	73.6%	70.4%  71.7%	230	-3.2% ↓

Dimension	Previous Score	Current Score & Benchmark	n-size	Difference
Responsiveness of Hospital Staff	71.5%	 66.2% 62.7%	222	-5.3% ↓
Restfulness of Hospital Environment	67.9%	 68.4% 57.7%	231	0.5% ↑
Would Recommend Hospital	73.7%	 69.2% 72.0%	208	-4.5% ↓



Patient Experience Matters



Opportunities and insights to increase patient satisfaction.

This month's topic:

How adjusting your communication style can improve patient experience.

We All Have a Role in Patient Experience!

Care providers can build rapport and trust with patients by adjusting their speech, language, and nonverbal cues to match the patient's communication style. Small changes even in body language can foster a sense of connection and understanding.

• Examples:

- Care providers speaking to an elderly patient with hearing loss might slow down their speech, speak clearly, and use visual aids to ensure the patient understands the information.
- Care providers working with a young child might use more playful and engaging tones, incorporating storytelling or games to explain medical procedures or treatments.
- Care providers working with a patient from a different cultural background might adapt their language and communication style to be more culturally sensitive and respectful.
- Care providers using a calm and reassuring tone with a patient who is experiencing anxiety.
- Care providers relying more heavily on nonverbal cues when interacting with a patient with dementia. Facial expressions, gestures, and touch can be used to convey empathy and understanding.

Becoming more mindful and flexible in our communication practices, by tailoring our approach to meet the unique needs of each patient, will lead to improved patient satisfaction scores, enhanced adherence to treatment plans, and better health outcomes

Happy patients. Happy families. Happy hospital.

March 2025