



**PATIENT SATISFACTION COMMITTEE
SAN BENITO HEALTH CARE DISTRICT
911 SUNSET DRIVE, HOLLISTER, CALIFORNIA
THURSDAY, August 20, 2026 – 1:00 PM
SUPPORT SERVICES BUILDING, 2ND FLOOR - GREAT ROOM**

San Benito Health Care District is a public agency that serves as a responsive, comprehensive health care resource for its patients, physicians, and the community.

AGENDA

- | | <u>Presented By</u> |
|---|----------------------------|
| 1. <u>Call to order / Roll Call</u> | (Johnson) |
| 2. <u>Review of Minutes</u> | (Johnson) |
| 3. <u>Old Business</u> | (Fernandez) |
| a. Patient Experience Cart | |
| 4. <u>New Business</u> | (Fernandez) |
| a. New Hire – Matthew Ratcliff – Patient Experience Manager | |
| b. Q2 2026 Daisy & Super Star Recipients | (Fernandez) |
| Karen Craig – Daisy Award | |
| Mindy Trites – Clinical Super Star | |
| Timothy Von Urff – Non Clinical Super Star | |
| c. Q2 2026 Results | (Fernandez) |
| 5. <u>Adjournment</u> | (Johnson) |

There next Regular Meeting of the Patient Satisfaction Committee is scheduled for Thursday, November 19, 2026 at 1:00 pm, Great Room.