



Hazel Hawkins
MEMORIAL HOSPITAL

**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) |

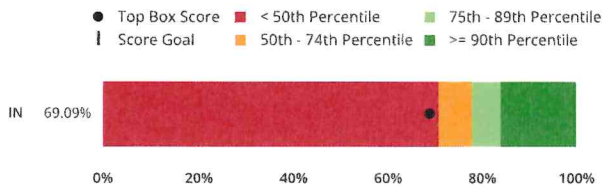
There next Regular Meeting of the Patient Satisfaction Committee is scheduled for Thursday, November 19, 2026 at 1:00 pm, Great Room.

Inpatient

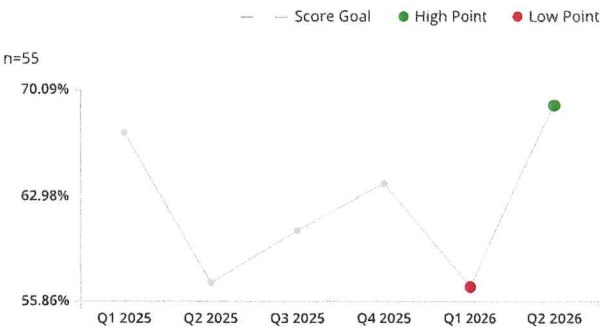
Recommend the hospital



Performance ⓘ
Recommend the hospital



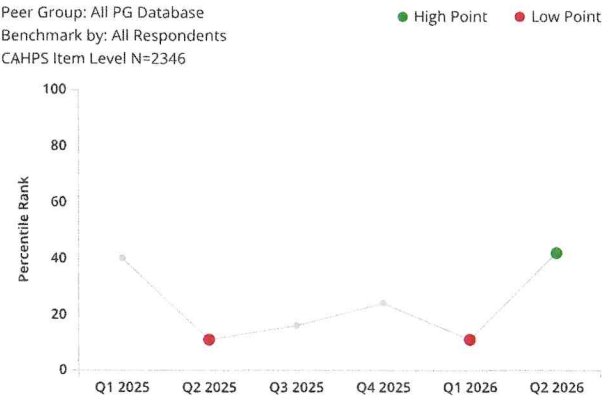
Top Box Score
Recommend the hospital



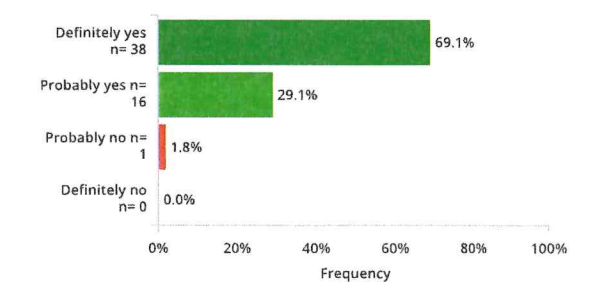
n	55
Top Box Score	69.09%
Score Goal	N/A
Percentile Rank	42

Time Period	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Q2 2026
n	55	63	61	47	51	55
Top Box Score	67.27%	57.14%	60.66%	63.83%	56.86%	69.09%
Percentile Rank	40	11	16	24	11	42

Top Box Percentile Rank ⓘ
Recommend the hospital



Distribution of Responses ⓘ
Recommend the hospital



Survey Section and Item Comparison ⓘ

SORT BY

Default

SELECT

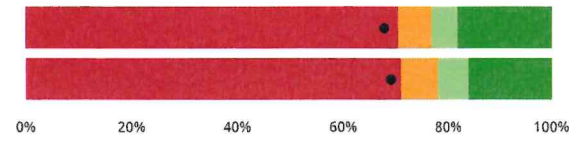
Standard and Custom

Peer Group: All PG Database

CAHPS Item Level N=2347 | Benchmark by: All Respondents

● Top Box Score ■ < 50th Percentile ■ 75th - 89th Percentile
■ 50th - 74th Percentile ■ ≥ 90th Percentile

Survey Section and Item	n	Top Box Score	Percentile Rank
Rate hospital 0-10	56	67.86%	38
Recommend the hospital	55	69.09%	42



† Custom Question ^ Focus Question