



Hazel Hawkins
MEMORIAL HOSPITAL

**PATIENT SATISFACTION COMMITTEE
SAN BENITO HEALTH CARE DISTRICT
911 SUNSET DRIVE, HOLLISTER, CALIFORNIA
THURSDAY, MAY 21, 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> | (Gabriel) |
| 2. <u>Review of Minutes</u> | (Gabriel) |
| 3. <u>Old Business</u> | (Descent) |
| a. Mobile Courtesy Cart for Patients | |
| 4. <u>New Business</u> | (Descent) |
| a. Q1 2026 Results | |
| a. DAISY Award and the Super Star Award Recipient's
Katie Muenzer – 1 st Qtr. Daisy Award
Cesar Rojas 1 st Qtr. Super Star Award | |
| 5. <u>Adjournment</u> | (Gabriel) |

There next Regular Meeting of the Patient Satisfaction Committee is scheduled for Thursday, August 20, 2026, at 1:00 pm, Great Room.



Hazel Hawkins
MEMORIAL HOSPITAL

**BOARD OF DIRECTORS
DISTRICT PATIENT SATISFACTION COMMITTEE
911 SUNSET DRIVE, HOLLISTER, CALIFORNIA
MEETING MINUTES
THURSDAY, FEBRUARY 19, 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.

Directors Present

Nick Gabriel, Board Member
Bill Johnson substituted for Josie Board Member

Also Present

Karen Descent, Chief Nursing Officer
Jacqueline Fernandez, Sr. Director of Acute Care Services
Shonna Avant, Director of Infection Prevention and Regulatory Accreditation
Kim Pfeiffer, Sr. Administrative Assistant

1. Call to order / Roll Call

Nick Gabriel called the meeting of the District Patient Satisfaction Committee to order at 1:18 pm.

2. Review of Minutes

The previous meeting minutes dated November 20, 2025 were read and approved.

3. Old Business

• **Daisy and Super Star Awards**

The Daisy and Super Star award were discussed in further detail and is set to go live on February 23, 2026. Banners/flyers will be posted in patient rooms, clinics and lobbies.

• **Mobile Courtesy Cart**

The Mobile Courtesy Cart will be rolled out on April 1, 2026.

4. New Business

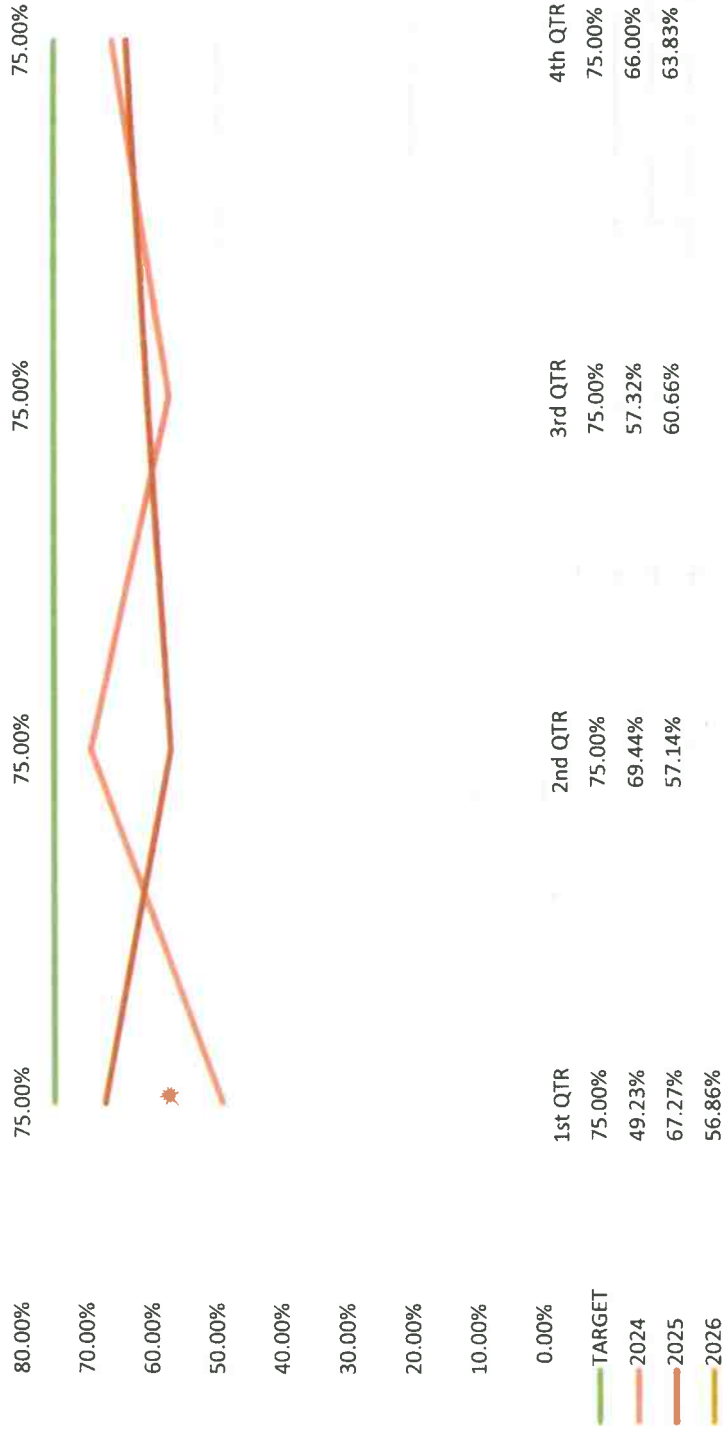
- **Q4 and Year End 2025 Results**

A report on the dashboard was provided and is included in the packet.

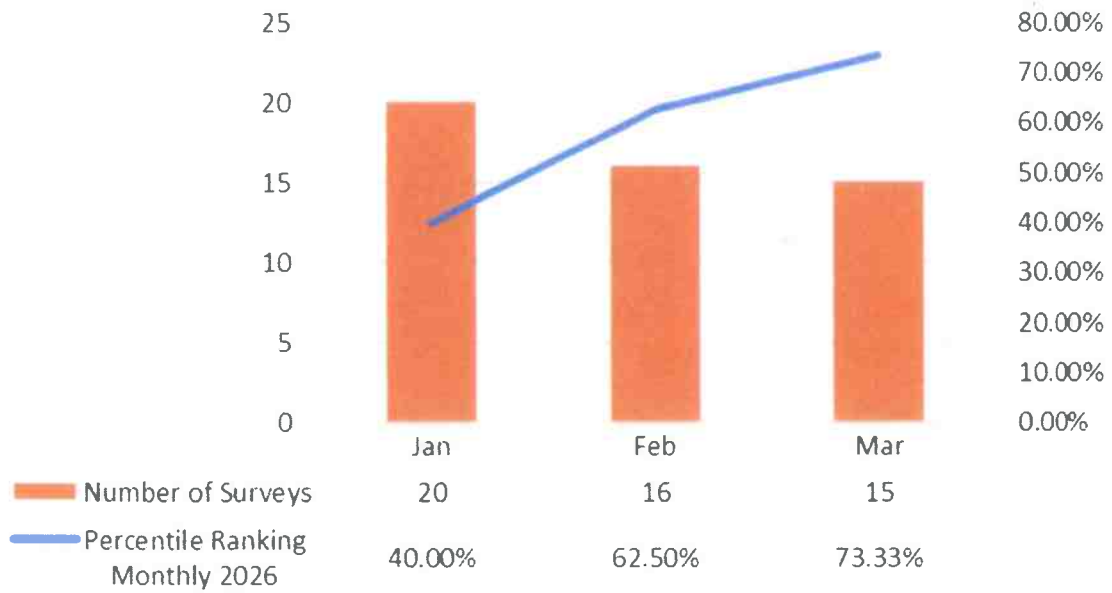
5. Adjournment

There being no further business, the meeting was adjourned at 1:39 pm. The next Patient Satisfaction Committee meeting is scheduled for May 21, 2026 at 1:00 pm in the Great Room.

Hospital Likelihood to Recommend



Monthly 2026



Daisy and Superstar Award Recipients:

- Daisy
 - Katie Munzer – L&D RN
- Super Star – non-clinical
 - Cesar Rojas – Engineering Manager
- Super Star – Clinical
 - Robyn Huertas, LVN – Multi-Specialty Center

Thank you for trusting Hazel Hawkins Memorial Hospital with your care.

We understand that visits to the Emergency Department are often unexpected and can be stressful. Our team is committed to providing timely, compassionate, and respectful care, and to supporting you and your loved ones throughout your visit.

Your Feedback Matters

After your visit, you may receive a survey about your experience. We encourage you to complete it and share your feedback, including recognizing staff who supported your care. Your responses help us improve the care we provide to our community.

You may also receive a follow-up call to check on your condition and answer any questions you may have. If there is anything we can do to better support you, please do not hesitate to contact us. Thank you again for allowing us to care for you.

Warm regards,

Shanell Kerkes, RN

Director of Emergency Services

Office: (831) 636-2678

Fax: (831) 636-2609

Email: skerkes@hazelhawkins.com

Michael Bogey, MD

Emergency Department Medical Director

Office: (831) 636-2640

Fax: (831) 636-2609

Thank you for choosing Hazel Hawkins Memorial Hospital for your surgical care.

We understand that preparing for and undergoing a procedure can feel overwhelming. Our team is committed to providing safe, compassionate, and respectful care, and to ensuring you feel informed and supported throughout your experience.

Your Feedback Matters

After your visit, you may receive a survey about your experience. We encourage you to complete it and share your feedback, including recognizing members of your surgical team who supported your care. Your responses help us improve the care we provide.

You may also receive a follow-up call from one of our nurses to check on your recovery and answer any questions you may have.

If there is anything we can do to better support you, please do not hesitate to contact us.

Thank you again for trusting us with your care.

Warm regards,

Mendi Suber-Ventura, RN

Director of Surgical Services

Office: (831) 205-5735

Fax: (831) 635-1102

Email: mventura@hazelhawkins.com

Thank you for trusting Hazel Hawkins Memorial Hospital with your care.

We recognize that a hospital stay can be challenging for both patients and their loved ones. Our team is committed to providing compassionate, respectful, and attentive care, and to supporting you throughout your recovery.

Your Feedback Matters

After your stay, you may receive a survey about your experience. We encourage you to complete it and share your feedback, including recognizing team members who contributed to your care and recovery. Your responses help us improve the care we provide.

You may also receive a follow-up call from one of our nurses to check on your progress and answer any questions you may have.

If there is anything we can do to better support you, please do not hesitate to contact us.

Thank you again for allowing us to care for you.

Warm regards,

Jacqueline Fernandez, MHA, MSN, RN

Senior Director of Acute Care Services

Obstetrics and Surgical Services

Office: (831) 635-1449

Fax: (831) 636-2603

Email: fernandezj@hazelhawkins.com

Thank you for allowing Hazel Hawkins Memorial Hospital to be part of your care.

We recognize that each patient and family's experience is unique. Our team is committed to providing compassionate, respectful, and supportive care, and to being present for you in the ways you need during your time with us.

Your Feedback Matters

After your stay, you may receive a survey about your experience. We encourage you to complete it and share your feedback, including recognizing members of your care team, as your responses help us continue to improve care for all patients and families.

You may also receive a follow-up call from one of our nurses to check in with you.

If there is anything we can do to further support you, please do not hesitate to reach out.

Thank you again for trusting us with your care.

Warm regards,

Jacqueline Fernandez, MHA, MSN, RN

Senior Director of Acute Care Services

Obstetrics and Surgical Services

Office: (831) 635-1449

Fax: (831) 636-2603

Email: fernandezj@hazelhawkins.com



NEW DISCHARGE INSTRUCTION SHEETS ARE HERE!

Help us strengthen the patient experience — one conversation at a time.



REVIEW

it with every patient/family before discharge



ENCOURAGE

survey participation & staff recognition


ANSWER

questions and reinforce follow-up support

PRINT

Where to find them:



 Every discharge conversation is an opportunity to build trust, improve care, and recognize the amazing work happening at HHMH.


Available for:

ED

OB

Med/Surg/ICU

ASC

 In Patient Instruction Sheets Lookup, search "Hazel!" → select your department discharge packet



Your words matter.

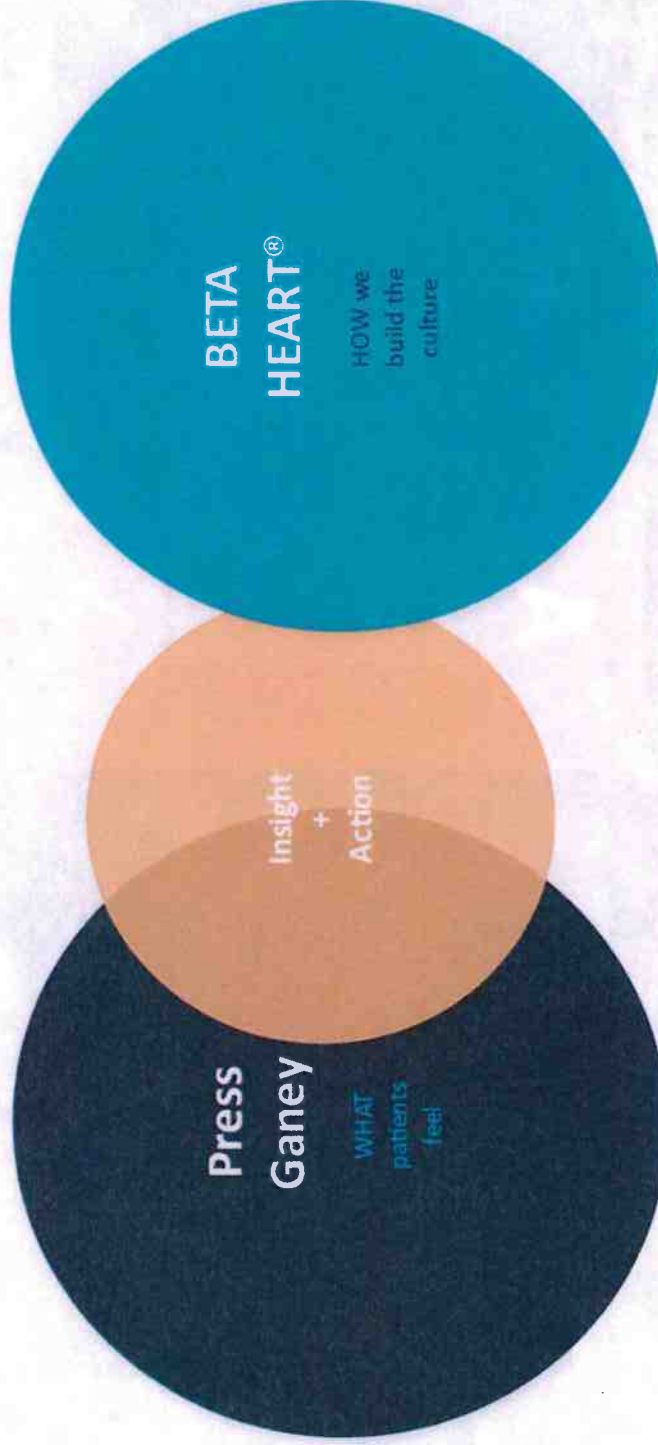


Their experience matters.



Together, we create exceptional care.

Press Ganey + BETA HEART = Culture Change



Not two programs. One integrated strategy for Hazel Hawkins.

BETA HEART® Framework

Our roadmap for safety culture + patient experience

H

Healing

Create environments where patients and families feel **physically** and emotionally safe

E

Empathy

Acknowledge feelings; see every person as more than their diagnosis

A

Accountability

Own outcomes. Respond when things go wrong. Close the loop, always

R

Resolution

Early, honest communication after adverse events reduces harm and litigation

T

Trust

Every interaction either builds or erodes trust — with patient's AND with staff

BETA HEART® is a registered program of BETA Healthcare Group

BETA HEART® is Introduced in Five Domains



- Administrators embrace and encourage culture of safety survey to measure staff perceptions of safety and outcomes.
- Teach to deliver data for improved learning, understanding the drivers
- Adopt Just Culture principles of accountability across the organization
- Avoid stigmatization of frontline learners

Culture and Measurement



- Incorporate interdisciplinary
- Apply human factors science to event investigation
- Collect information including cognitive, perceptual, decision
- Apply Just Culture principles of accountability when evaluating individual behaviors and systems
- Incorporate input from patient and families

Event Investigation



- Incorporates transparency
- Utilize Communication Assistant to identify individuals with greater cognitive complexity who will need the communication resource
- Train with standardized phrase vs simulation based learning
- Communication begins early and continues through the point at which there is understanding as to what occurred

Communication & Transparency



- Train peer supporters to support clinicians and staff involved in harm events (different from Employee Assistance Programs (EAP))
- Measure personal burnout to identify staff resilience using SCORE instrument
- Includes training for distressed bedside-up

Care for the Caregiver



- When care is deemed appropriate, timely resolution is achieved absent lawsuit spending
- May include financial resolution or risk transfer resolution with an emphasis on gaining safety culture, process evidence of process improvement, etc.

Early Resolution

Lambert BL, Centomani NM, Smith KM, Helmchen LA, Bhaumik DK, Jalundhwala VJ, McDonald TB. The "Seven Pillars" Response to Patient Safety Incidents: Effects on Medical Liability Processes and Outcomes. Health Serv Res. 2016 Dec;51(Suppl 3):2491-2515. doi: 10.1111/1475-6773.12548. Epub 2016 Aug 24.



Phase 1: Launch & Foundation (Months 1–3)

Objectives

- Establish leadership alignment on the integrated BETA HEART + Press Ganey approach as one unified program
- Complete the three BETA HEART Year One launch requirements: readiness assessment, gap analysis, culture of safety survey
- Form the Joint Steering Committee as the single governance body for both programs
- Establish LTR baseline percentile — this is the starting line every future month will be measured against

Key Activities

- **Readiness Assessment:** Schedule and complete BETA HEART readiness assessment with BETA HG program team
- **Gap Analysis:** Conduct gap analysis using BETA HG tools; identify top 3–5 Year One priority gaps
- **Safety Survey:** Deploy culture of safety survey to all staff; plan debrief session with leadership team, meetings with staff
- **JSC Formation:** Charter the Joint Steering Committee: membership, monthly cadence, decision rights, and standing agenda including LTR
- **Create PG Statement:** Initial meeting and presentation, align with ALL leaders across organization,
- **PG Baseline:** Pull 12-month rolling PG data; identify lowest-performing domains; establish LTR baseline percentile in writing
- **Leadership Alignment:** Present integrated plan to C-suite and Board; obtain visible executive sponsorship and board commitment

Phase 1 Deliverables

- Completed readiness assessment with BETA HG debrief notes
- Gap analysis document with prioritized Year One action items
- Culture of safety survey results and leadership debrief summary
- JSC charter with standing agenda — LTR as permanent first item starting Month 4
- Written PG baseline scorecard including LTR percentile
- Executive sponsor commitment documented