

### PATIENT SATISFACTION COMMITTEE SAN BENITO HEALTH CARE DISTRICT 911 SUNSET DRIVE, HOLLISTER, CALIFORNIA THURSDAY, AUGUST 21, 2025 – 1:00 PM SUPPORT SERVICES BUILDING, 2<sup>ND</sup> 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.

### TELECONFERENCE LOCATION<sup>1</sup>:

Director Gabriel 1000 Greenley Road Sonora, CA 95370

### **AGENDA**

1.	Call to	order / Roll Call	Presented By (Gabriel)
2.	Review of Minutes		(Gabriel)
3.	Old Business		(Gabriel)
4.	a. b.	Meeting format  Q2 2025 Results  Plan for Improvement	(Descent)

5. <u>Adjournment</u> (Gabriel)
There next Regular Meeting of the Patient Satisfaction Committee is scheduled for Thursday, November 20, 2025, at 1:00 pm, Great Room.

<sup>&</sup>lt;sup>1</sup> Note: Pursuant to Government Code Section 54953(b), this meeting will include teleconference participation by Director Gabriel from the address shown above. This notice and agenda will be posted at the teleconference location.



### BOARD OF DIRECTORS DISTRICT PATIENT SATISFACTION COMMITTEE 911 SUNSET DRIVE, HOLLISTER, CALIFORNIA THURSDAY, APRIL 17, 2025 – 1:00 PM SUPPORT SERVICES BUILDING, 2<sup>ND</sup> 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 Josie Sanchez, Board Member

### **Also Present**

Karen Descent, Chief Nursing Officer Jacqueline Fernandez, Senior Director of Acute Care Services Laura Garcia, Executive Assistant

### 1. Call to order / Roll Call

Director Gabriel called the meeting of the District Patient Satisfaction Committee to order at 1:01 pm.

### 2. Review of Minutes

No minutes to review.

### 3. Old Business

No old business.

### 4. New Business

### Meeting format

Karen noted that the meeting should take place quarterly and preferably in August so that when the committee meets again, she will have complete reporting from Press Ganey and HCAHPS.

### HCAHPS and Press Ganey

Karen reported that Jacqueline Fernandez spearheads the HCAHPS and Press Ganey Survey. She also reported that CMS has initiated multiple changes this year regarding its surveys. Jacqueline provided an overview of HCAHPS and Press Ganey.

Karen discussed nurse leader rounding improvements, keeping consistency, and accountability.

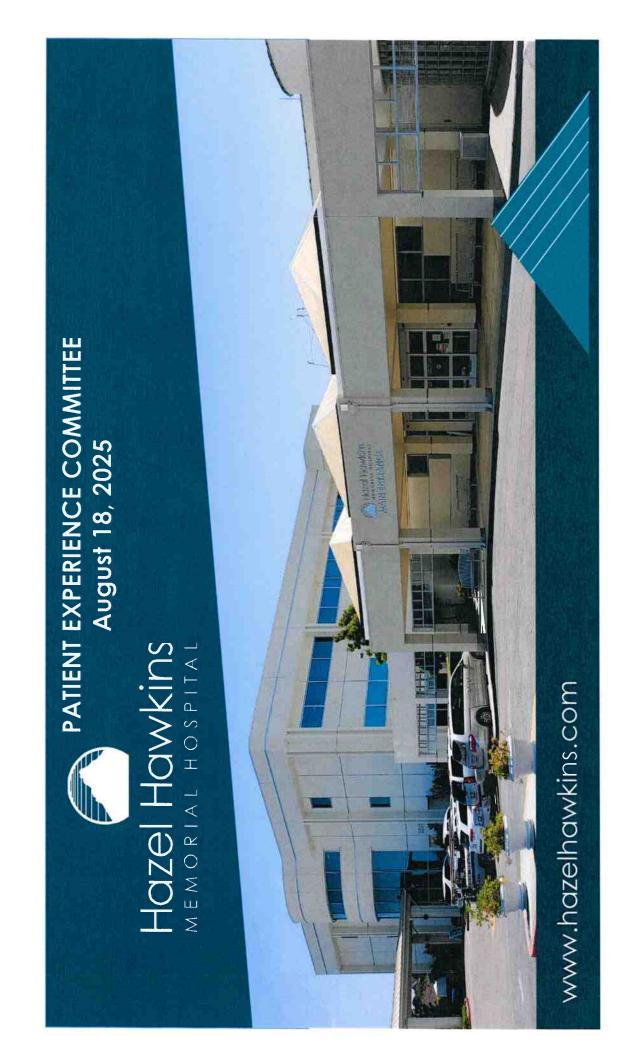
Director Gabriel asked if anyone was familiar with the Daisy Awards. Karen reported that she was familiar with the Daisy program and that it is used to recognize clinical staff. She also indicated that they have looked into the program and a new program called Petal Awards that is used to recognize non-clinical staff.

### Q4 2024 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 1:25 pm. The next Patient Satisfaction Committee meeting is scheduled for May 29, 2025, at 1:00 pm.



# Bylaws Committee Structure

Patient Satisfaction Committee

### Composition:

2 Board members
Chief Nursing Officer
Quality/Performance Improvement Director
Patient Experience Leader Champion
Medical Staff Representative
Frontline Nursing Staff Representative

### Duties

Monitor Patient Experience Metrics Identify and Prioritize Improvement Areas Support Staff Engagement Enhance Communication and Education Report to the Board

## Quarter 2 2025 Results



## Plan for Improvement

## Leader Rounding

- Gap in rounding due to nursing leadership vacancy
- Include broader group of hospital leaders rounding

  - Diagnostic Services Emergency Management
    - Life Safety
- Pharmacy
  - Security
- Education
- AIDET Open-ended Questions focused on key areas
  - Service Recovery

## Physician Engagement

Impact on "Likelihood to Recommend"