



Hazel Hawkins

MEMORIAL HOSPITAL

**PATIENT SATISFACTION COMMITTEE
SAN BENITO HEALTH CARE DISTRICT
911 SUNSET DRIVE, HOLLISTER, CALIFORNIA
THURSDAY, AUGUST 21, 2025 – 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.

TELECONFERENCE LOCATION¹:

***Director Gabriel
1000 Greenley Road
Sonora, CA 95370***

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> | (Gabriel) |
| 4. <u>New Business</u> | (Descent) |
| a. Meeting format | |
| b. Q2 2025 Results | |
| c. Plan for Improvement | |
| 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. | |

¹ 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.



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MEMORIAL HOSPITAL

**BOARD OF DIRECTORS
DISTRICT PATIENT SATISFACTION COMMITTEE
911 SUNSET DRIVE, HOLLISTER, CALIFORNIA
THURSDAY, APRIL 17, 2025 – 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
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.



PATIENT EXPERIENCE COMMITTEE
August 18, 2025

Hazel Hawkins
MEMORIAL HOSPITAL



www.hazelhawkins.com

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

FILTER BY

Select a section

High Point Low Point

Top Box Score

Survey Items	SECTION DOMAIN	Survey Type	n	Current (Q2 2025)	Previous (Q1 2025)	Goal	Change	Percentile Rank	Score Trendline	Details
Recommend the Hospital	GLOBAL ITEMS	CAHPS	63	57.14%	67.27%	---	-10.13%	11		
Domain: Comm w/ Nurses	COMMUNICATIONS	CAHPS	64	76.04%	76.46%	---	-0.42%	25		
Domain: Response of Hosp Staff	RESPONSE OF HOSP STAFF	CAHPS	54	66.67%	64.67%	---	2.00%	68		
Domain: Comm w/ Doctors	COMMUNICATIONS	CAHPS	62	72.41%	78.28%	---	-5.87%	11		
Domain: Comm About Medicines	COMMUNICATIONS	CAHPS	41	63.75%	67.38%	---	-3.63%	66		
Domain: Discharge Information	DISCHARGE INFORMATION	CAHPS	57	83.04%	90.68%	---	-7.65%	19		
Domain: Restful Hosp Environment	RESTFUL HOSP ENVIRONMENT	CAHPS	62	55.97%	63.00%	---	-7.03%	41		
Domain: Care Coordination	CARE COORDINATION	CAHPS	62	66.31%	69.21%	---	-2.90%	13		
Domain: Info About Symptoms	INFO ABOUT SYMPTOMS	CAHPS	55	70.91%	65.52%	---	5.39%	44		

† Custom Question ^ Focus Question
■ At or Above Goal ■ <5 Points Below Goal ■ >5 Points Below Goal No Goal

Q1 2024 Q2 2024 Q3 2024 Q4 2024 Q1 2025 Q2 2025



Plan for Improvement

Leader Rounding

- Gap in rounding due to nursing leadership vacancy
- Plan
 - 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"

