



**PATIENT SATISFACTION COMMITTEE
SAN BENITO HEALTH CARE DISTRICT
911 SUNSET DRIVE, HOLLISTER, CALIFORNIA
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.

TELECONFERENCE LOCATION¹:

***Director Gabriel
Valor Oncology
923 Dana Drive
Redding, CA 96003***

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> a. DAISY Award and the Super Star Award b. Mobile Courtesy Cart for Patients	(Descent)
4. <u>New Business</u> a. Q4 2025 Results	(Descent)
5. <u>Adjournment</u>	(Gabriel)

There next Regular Meeting of the Patient Satisfaction Committee is scheduled for Thursday, May 21, 2026, 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.



**BOARD OF DIRECTORS
DISTRICT PATIENT SATISFACTION COMMITTEE
911 SUNSET DRIVE, HOLLISTER, CALIFORNIA
MEETING MINUTES
THURSDAY, NOVEMBER 20, 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

Devon Pack substituted for 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

Devon Pack called the meeting of the District Patient Satisfaction Committee to order at 1:03 pm.

2. Review of Minutes

The previous meeting minutes dated August 21, 2025 were read and approved.

3. Old Business

The Daisy and Super Star award were discussed in further detail and is set to go live in January 2026. The Super Star award is an incentive program to recognize non-clinical staff.

4. New Business

• Q3 2025 Results

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

- **Mobile Courtesy Cart**

The planning stage of a Mobile Courtesy Cart for our adult and pediatric patients is under way was discussed to include birthday cards, meal vouchers, phone chargers, etc.

5. Adjournment

There being no further business, the meeting was adjourned at 1:27 pm. The next Patient Satisfaction Committee meeting is scheduled for February 19, 2026, at 1:00 pm in the Great Room.

Inpatient

Recommend the hospital

63.83%

Top Box Score

Score Goal: N/A

Previous: 60.66% 

n = 47

 At or Above Goal  <5 Points Below Goal  >5 Points Below Goal  No Goal

24th

Percentile Rank

Previous: 16th 

Performance

Recommend the hospital

● Top Box Score
█ Score Goal

■ <50th Percentile
█ 50th - 74th Percentile

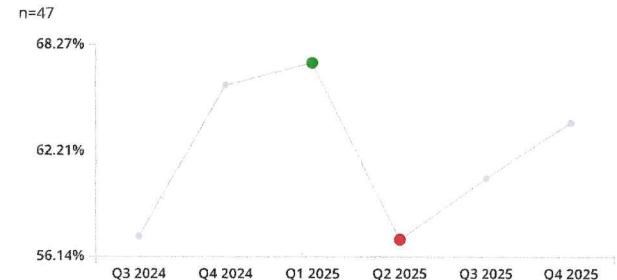
Top Box Score

Recommend the hospital

63.83% 

IN 63.83%

0% 20% 40% 60% 80% 100%



n 47

Top Box Score 63.83%

Score Goal N/A

Percentile Rank 24

Time Period Q3 2024 Q4 2024 Q1 2025 Q2 2025 Q3 2025 Q4 2025

n 82 50 55 63 61 47

Top Box Score 57.32% 66.00% 67.27% 57.14% 60.66% 63.83%

Percentile Rank 13 32 40 11 16 24

Top Box Percentile Rank

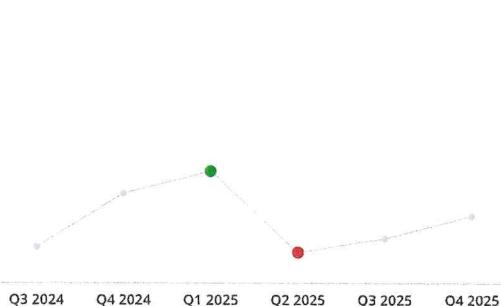
Recommend the hospital

Peer Group: All PG Database
Benchmark by: All Respondents
CAHPS Item Level N=2307

● High Point █ Low Point

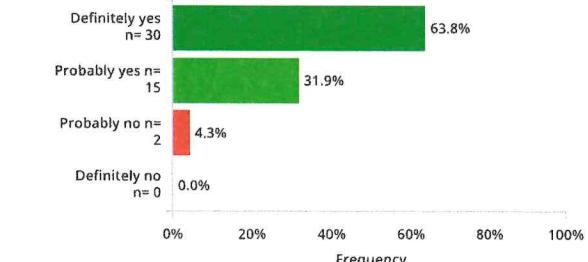
24th 

Percentile Rank



Distribution of Responses

Recommend the hospital



Related Information

Survey Section and Item Comparison i

SORT BY

SELECT

Default

Standard and Custom

Peer Group: All PG Database

CAHPS Item Level N=2308 | Benchmark by: All Respondents

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



† Custom Question ^ Focus Question

FILTER BY All sections selected

Top Box Score

● High Point ● Low Point

Survey Item(s)	Section/Domain	Survey Type	n	Current (Q4 2025)	Previous (Q3 2025)	Goal	Change	Percentile Rank	Score Trendline	
									Global Items	Global Items
Rate hospital 0-10			CAHPS	47	61.70%	70.49%	—	8.79%	15	—
Recommend the hospital			CAHPS	47	63.83%	60.66%	—	3.17%	24	—
Domain: Comm w/ Nurse 32-55	COMM w/ NURSES	CAHPS	49	82.31%	83.83%	—	-1.51%	69	—	—
Nurses treat with courtesy/respect	COMM w/ NURSES	CAHPS	49	83.62%	91.80%	—	-8.13%	32	—	—
Nurses listen carefully to you	COMM w/ NURSES	CAHPS	49	81.63%	77.42%	—	4.21%	77	—	—
Nurses explain way you understand	COMM w/ NURSES	CAHPS	49	81.63%	82.26%	—	-0.63%	84	—	—
Domain: Response of Hosp Staff	RESPONSE OF HOSP STAFF	CAHPS	44	71.39%	71.88%	—	-0.49%	82	—	—
Help toileting soon as you wanted	RESPONSE OF HOSP STAFF	CAHPS	27	77.78%	75.76%	—	2.02%	92	—	—
Received help as soon as needed	RESPONSE OF HOSP STAFF	CAHPS	40	65.00%	68.00%	—	-3.00%	70	—	—
Doctors treat with courtesy/respect	COMM w/ DOCTORS	CAHPS	49	89.58%	83.76%	—	5.82%	95	—	—
Doctors listen carefully to you	COMM w/ DOCTORS	CAHPS	49	89.80%	88.71%	—	1.09%	85	—	—
Doctors explain way you understand	COMM w/ DOCTORS	CAHPS	48	89.58%	78.69%	—	10.89%	97	—	—
Domain: Hospital Environment	HOSPITAL ENVIRONMENT	CAHPS	49	83.67%	83.87%	—	-0.20%	89	—	—
Cleanliness of hospital environment	HOSPITAL ENVIRONMENT	CAHPS	49	83.67%	83.87%	—	-0.20%	89	—	—
Domain: Comm About Medicines	COMM ABOUT MEDICINES	CAHPS	34	61.76%	64.55%	—	-2.78%	53	—	—
Complaints about medicines	COMM ABOUT MEDICINES	CAHPS	49	83.67%	83.87%	—	-0.20%	89	—	—
Tell you what new medicine was for	COMM ABOUT MEDICINES	CAHPS	34	73.53%	76.32%	—	-2.79%	42	—	—
Quietness of hospital environment	COMM ABOUT MEDICINES	CAHPS	49	48.98%	58.06%	—	-9.08%	21	—	—
Staff describe medicine side effects	COMM ABOUT MEDICINES	CAHPS	34	50.00%	52.78%	—	-2.78%	61	—	—
Overall satisfaction	OVERALL SATISFACTION	CAHPS	49	48.98%	58.06%	—	-9.08%	21	—	—
QUIETNESS OF HOSPITAL ENVIRONMENT	QUIETNESS OF HOSPITAL ENVIRONMENT	CAHPS	49	48.98%	58.06%	—	-9.08%	21	—	—
Custom Question 1 Focus Question	Custom Question 1 Focus Question	NA	NA	NA	NA	NA	NA	NA	NA	NA
At or Above Goal	At or Above Goal	NA	NA	NA	NA	NA	NA	NA	NA	NA

* Custom Question 1 Focus Question

■ At or Above Goal

■ At or Above Goal

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

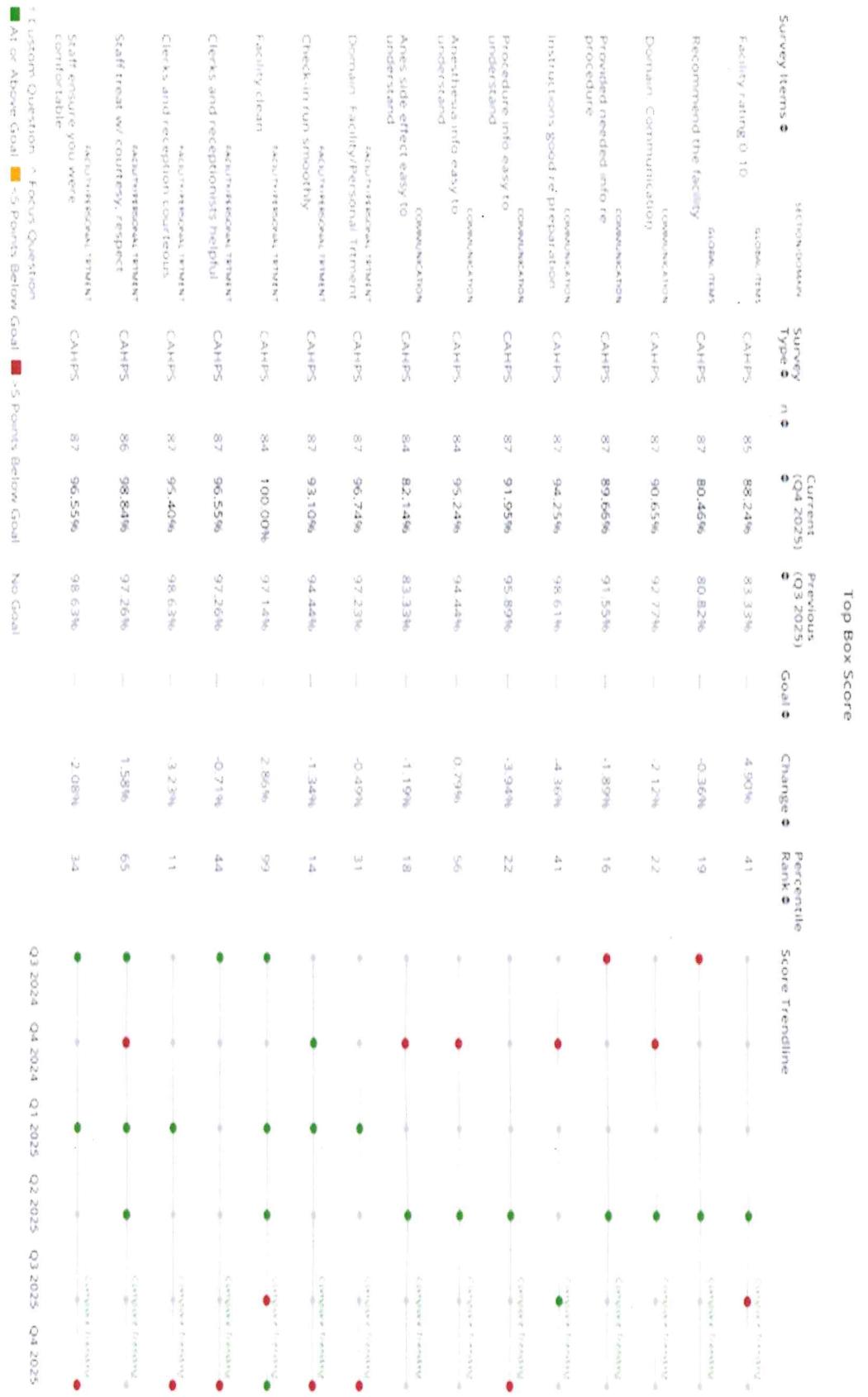
FILED BY AL SECURITIES SELECTED

Top Box Score



Survey Items	Section/Domain		Survey Type	n	Current (Q4 2025)		Previous (Q3 2025)		Percentile Rank	Score Trendline	
	PG Overall	PG Overall			PG	302	77.40%	75.93%	—	1.47%	5
SECTION: Registration	REGISTRATION	REGISTRATION	PG	302	70.48%	67.61%	—	2.87%	3	●	Upward Trending
Helpfulness of registration person	REGISTRATION	REGISTRATION	PG	300	78.67%	76.53%	—	2.14%	8	●	Upward Trending
Comfort of waiting area	REGISTRATION	REGISTRATION	PG	295	65.55%	63.28%	—	2.27%	5	●	Upward Trending
Ease of the registration process	REGISTRATION	REGISTRATION	PG	295	78.31%	71.94%	—	6.37%	11	●	Upward Trending
Waiting time in registration	REGISTRATION	REGISTRATION	PG	295	59.32%	58.65%	—	0.67%	3	●	Upward Trending
Service: Your Care	VOCAL CARE	VOCAL CARE	PG	302	81.10%	80.48%	—	0.62%	8	●	Upward Trending
Staff's explanation/test/reassurance	VOCAL CARE	VOCAL CARE	PG	301	76.74%	76.70%	—	0.05%	4	●	Upward Trending
Trust in skill of staff	VOCAL CARE	VOCAL CARE	PG	287	83.28%	81.35%	—	1.93%	13	●	Upward Trending
Response to concerns/complaints	VOCAL CARE	VOCAL CARE	PG	287	79.79%	79.30%	—	0.49%	7	●	Upward Trending
Staff concern for comfort	VOCAL CARE	VOCAL CARE	PG	294	79.80%	82.90%	—	-3.11%	7	●	Upward Trending
Treated you with respect/dignity	VOCAL CARE	VOCAL CARE	PG	298	87.25%	85.44%	—	1.81%	18	●	Upward Trending
Oppt to ask questions	VOCAL CARE	VOCAL CARE	PG	296	79.73%	77.05%	—	2.68%	10	●	Upward Trending
SECTION: Overall Assessment	OVERALL ASSESSMENT	OVERALL ASSESSMENT	PG	301	80.13%	79.13%	—	1.01%	7	●	Upward Trending
Staff worked together care for you	OVERALL ASSESSMENT	OVERALL ASSESSMENT	PG	299	80.94%	80.46%	—	0.48%	7	●	Upward Trending
Likelihood of recommending	OVERALL ASSESSMENT	OVERALL ASSESSMENT	PG	300	79.33%	77.81%	—	1.52%	7	●	Upward Trending
Custom Question	Focus Question	Focus Question	PG	—	—	—	—	—	—	—	—
At or Above Goal	5 Points Below Goal	5 Points Below Goal	PG	—	—	—	—	—	—	—	—
Q3 2024	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Q2 2026	Q3 2026	Q4 2026	Q1 2027	Q2 2027

FILTER BY All sections selected



FILTER BY All sections selected

Top Box Score

● High Point ● Low Point

Survey Item	Section/Domain	Survey Type	n	Current (Q4 2025)	Previous (Q3 2025)	Goal	Change	Percentile	Score Trendline
Section: Access									
Ease of scheduling appointments	ACCESS	PG	118	77.12%	71.43%	—	1.11%	29	● High Point ● Low Point
Ease of contacting	ACCESS	PG	118	72.03%	75.51%	—	-3.48%	27	● High Point ● Low Point
Section: Moving Through Your Visit	Moving Through Your Visit	PG	113	62.56%	69.95%	—	-7.39%	9	● High Point ● Low Point
Information about delays	Moving Through Your Visit	PG	108	64.81%	72.09%	—	-7.28%	12	● High Point ● Low Point
Wait time at clinic	Moving Through Your Visit	PG	111	60.36%	68.04%	—	-7.68%	8	● High Point ● Low Point
Section: Nurse/Assistant	Nurse/Assistant	PG	115	84.58%	82.35%	—	2.23%	44	● High Point ● Low Point
Concerns of nurse/assistant for problem	Nurse/Assistant	PG	114	83.33%	81.72%	—	1.61%	42	● High Point ● Low Point
How well nurse/assistant listen	Nurse/Assistant	PG	113	85.84%	82.98%	—	2.86%	45	● High Point ● Low Point
Section: Care Provider	Care Provider	PG	120	87.95%	82.17%	—	5.77%	42	● High Point ● Low Point
CP expectations of problem/forget	Care Provider	PG	120	86.67%	80.41%	—	6.25%	33	● High Point ● Low Point
CP concern for questions/worries	Care Provider	PG	119	87.39%	83.00%	—	4.39%	33	● High Point ● Low Point
CP efforts to include in decisions	Care Provider	PG	115	88.70%	83.16%	—	5.54%	43	● High Point ● Low Point
Likelihood of recommending CP	Care Provider	PG	117	89.74%	83.84%	—	5.91%	52	● High Point ● Low Point
Section: Personal Issues	Personal Issues	PG	118	87.29%	80.41%	—	6.88%	45	● High Point ● Low Point
How well staff protect safety	Personal Issues	PG	115	83.48%	77.32%	—	6.16%	30	● High Point ● Low Point
Our concern for patients' privacy	Personal Issues	PG	119	84.87%	78.79%	—	6.09%	42	● High Point ● Low Point
Section: Overall Assessment	Overall Assessment	PG	118	85.11%	82.67%	—	2.43%	32	● High Point ● Low Point
Staff worked together care for you	Overall Assessment	PG	117	84.62%	81.19%	—	3.43%	31	● High Point ● Low Point
? Custom Question > Focus Question ■ > 5 Points Below Goal ■ > 5 Points Above Goal									
No Goal									

■ At or Above Goal ■ > 5 Points Below Goal ■ > 5 Points Above Goal

Want to Say **THANK YOU** to an Exceptional Employee?



**Ask for a nomination form or scan
the QR code below to nominate an
employee and share your story!**



Scan code to
complete
online.