



Hazel Hawkins
MEMORIAL HOSPITAL

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



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**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

24th

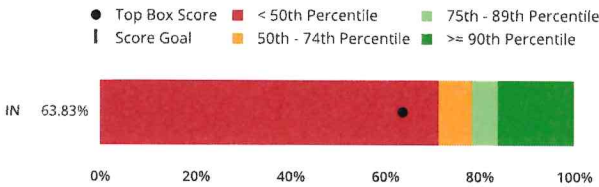
Percentile Rank

Previous: 16th ▲

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

Performance ⓘ

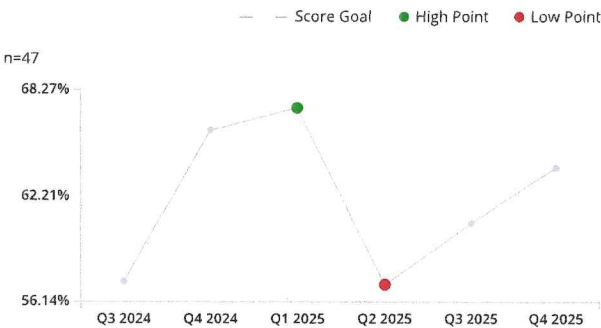
Recommend the hospital



Top Box Score

Recommend the hospital

63.83% ▲



n	47
Top Box Score	63.83%
Score Goal	N/A
Percentile Rank	24

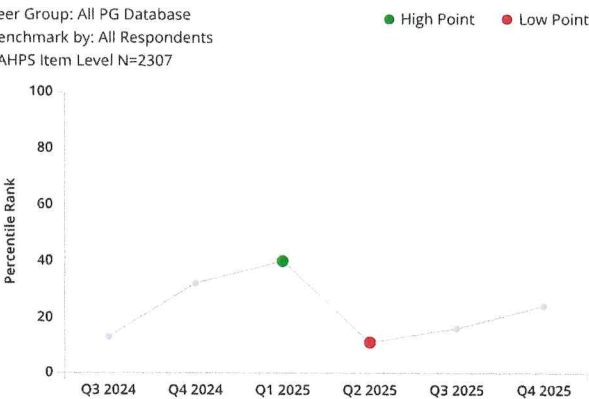
Time Period	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025
n	82	50	55	63	61	47
Top Box Score	57.32%	66.00%	67.27%	57.14%	60.66%	63.83%
Percentile Rank	13	32	40	11	16	24

Top Box Percentile Rank ⓘ

Recommend the hospital

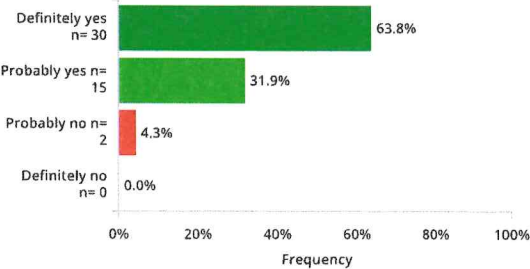
24th ▲

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



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=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

Survey Items	Section/Category	Survey Type	n	Current (Q4 2025)	Previous (Q3 2025)	Goal	Change	Percentile Rank	Score Trendline
PG Overall	PG Overall	PG	302	77.40%	75.93%	—	1.47%	5	
Section: Registration	Registration	PG	302	70.48%	67.61%	—	2.87%	3	
Helpfulness of registration person	Registration	PG	300	78.67%	76.53%	—	2.14%	8	
Comfort of waiting area	Registration	PG	299	65.55%	63.28%	—	2.27%	5	
Ease of the registration process	Registration	PG	295	78.31%	71.94%	—	6.37%	11	
Waiting time in registration	Registration	PG	295	59.32%	58.65%	—	0.67%	1	
Section: Your Care	Your Care	PG	302	81.10%	80.48%	—	0.62%	8	
Staff's explanation/test/treat	Your Care	PG	301	76.74%	76.70%	—	0.05%	4	
Trust in skill of staff	Your Care	PG	299	83.28%	81.35%	—	1.93%	13	
Response to concerns/complaints	Your Care	PG	287	79.79%	79.30%	—	0.49%	7	
Staff concern for comfort	Your Care	PG	297	79.80%	82.90%	—	-3.11%	7	
Treated you with respect/dignity	Your Care	PG	298	87.25%	85.44%	—	1.81%	18	
Opportunity to ask questions	Your Care	PG	296	79.73%	77.05%	—	2.68%	10	
Section: Overall Assessment	Overall Assessment	PG	301	80.13%	79.13%	—	1.01%	7	
Staff worked together to provide care for you	Overall Assessment	PG	299	80.94%	80.46%	—	0.48%	7	
Likelihood of recommending	Overall Assessment	PG	300	79.33%	77.81%	—	1.52%	7	

1 Custom Question ^ Focus Question
At or Above Goal 5 Points Below Goal 5 Points Below Goal No Goal

FILTER BY: All sections selected

Top Box Score

Survey Items	Section	Survey Type	n	Current % (Q4 2025)	Previous % (Q3 2025)	Goal	Change	Percentile Rank	Score Trendline
Facility rating 0-10	Global Items	CAHPS	85	88.24%	83.33%	—	4.90%	41	
Recommend the facility	Global Items	CAHPS	87	80.46%	80.82%	—	-0.36%	19	
Domain: Communication	Communication	CAHPS	87	90.65%	92.77%	—	-2.12%	22	
Provided needed info re procedure	Communication	CAHPS	87	89.66%	91.55%	—	-1.89%	16	
Instructions good re preparation	Communication	CAHPS	87	94.25%	98.61%	—	-4.36%	41	
Procedure info easy to understand	Communication	CAHPS	87	91.95%	95.89%	—	-3.94%	22	
Appointment info easy to understand	Communication	CAHPS	84	95.24%	94.44%	—	0.79%	56	
Area's side effect easy to understand	Communication	CAHPS	84	82.14%	83.33%	—	-1.19%	18	
Domain: Facility/Personal Treatment	Facility/Personal Treatment	CAHPS	87	96.74%	97.23%	—	-0.49%	31	
Check-in run smoothly	Facility/Personal Treatment	CAHPS	87	93.10%	94.44%	—	-1.34%	14	
Facility clean	Facility/Personal Treatment	CAHPS	84	100.00%	97.14%	—	2.86%	99	
Clerks and receptionists helpful	Facility/Personal Treatment	CAHPS	87	96.55%	97.26%	—	-0.71%	44	
Clerks and reception courteous	Facility/Personal Treatment	CAHPS	87	95.40%	98.63%	—	-3.23%	11	
Staff treat w/ courtesy, respect	Facility/Personal Treatment	CAHPS	86	98.84%	97.26%	—	1.58%	65	
Staff ensure you were comfortable	Facility/Personal Treatment	CAHPS	87	96.55%	98.63%	—	-2.08%	34	

1 Custom Question ^ Focus Question





















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

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

High Point Low Point

FILTER BY All sections selected

Top Box Score

Survey Items	SECTION/ROW	Survey Type	n	Current (Q4 2025)	Previous (Q3 2025)	Goal	Change	Percentile Rank	Score Trendline
Section: Access	ACCESS	PG	121	74.58%	73.47%	—	1.11%	29	
Ease of scheduling appointments	ACCESS	PG	118	77.12%	71.43%	—	5.69%	32	
Ease of contacting	ACCESS	PG	118	72.03%	75.51%	—	-3.48%	27	
Section: Moving Through Your Visit	MOVING THROUGH YOUR VISIT	PG	113	62.56%	69.95%	—	-7.39%	9	
Information about delays	MOVING THROUGH YOUR VISIT	PG	108	64.81%	72.09%	—	-7.28%	12	
Wait time at clinic	MOVING THROUGH YOUR VISIT	PG	111	60.36%	68.04%	—	-7.68%	8	
Section: Nurse/Assistant	NURSE/ASSISTANT	PG	115	84.58%	82.35%	—	2.23%	44	
Concern of nurse/assist for problem	NURSE/ASSISTANT	PG	114	83.33%	81.72%	—	1.61%	42	
How well nurse/assist listen	NURSE/ASSISTANT	PG	113	85.84%	82.98%	—	2.86%	46	
Section: Care Provider	CARE PROVIDER	PG	120	87.95%	82.17%	—	5.77%	42	
CP explanations of problem/condition	CARE PROVIDER	PG	120	86.67%	80.41%	—	6.25%	33	
CP concern for questions/worries	CARE PROVIDER	PG	119	87.39%	83.00%	—	4.39%	33	
CP efforts to include in decisions	CARE PROVIDER	PG	115	88.70%	83.16%	—	5.54%	48	
Likelihood of recommending CP	CARE PROVIDER	PG	117	89.74%	83.84%	—	5.91%	52	
CP discuss treatments	CARE PROVIDER	PG	118	87.29%	80.41%	—	6.88%	45	
Section: Personal Issues	PERSONAL ISSUES	PG	119	84.19%	78.06%	—	6.13%	35	
How well staff protect safety	PERSONAL ISSUES	PG	115	83.48%	77.32%	—	6.16%	30	
Our concern for patients' privacy	PERSONAL ISSUES	PG	119	84.87%	78.79%	—	6.09%	42	
Section: Overall Assessment	OVERALL ASSESSMENT	PG	118	85.11%	82.67%	—	2.43%	32	
Staff worked together care for you	OVERALL ASSESSMENT	PG	117	84.62%	81.19%	—	3.43%	31	



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MEMORIAL HOSPITAL

Want to Say
THANK YOU
to an Exceptional Employee?



For Care Team and
Support Services Team Members



FOR EXTRAORDINARY NURSES

HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES

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



Scan code to
complete
online.