



May 8, 2019

**NOTICE**

The Board of Directors of the Kaweah Delta Health Care District will meet in an open Board of Directors meeting at 8:30AM on Friday May 10, 2019 in the Kaweah Delta Medical Center Acequia Wing Conference Room {Acequia Wing – 305 West Mineral King Avenue, Visalia}.

All Kaweah Delta Health Care District regular board meeting and committee meeting notices and agendas are posted 72 hours prior to meetings (special meetings are posted 24 hours prior to meetings) in the Kaweah Delta Medical Center, Mineral King Wing entry corridor between the Mineral King lobby and the Emergency Department waiting room.

The disclosable public records related to agendas are available for public inspection at the Kaweah Delta Medical Center – Acequia Wing, Executive Offices (Administration Department) {1st floor}, 400 West Mineral King Avenue, Visalia, CA and on the Kaweah Delta Health Care District web page <http://www.kaweahdelta.org>.

KAWEAH DELTA HEALTH CARE DISTRICT  
Nevin House, Secretary/Treasurer

A handwritten signature in black ink that reads 'Cindy Moccio'.

Cindy Moccio - Board Clerk / Executive Assistant to CEO

DISTRIBUTION:  
Governing Board  
Legal Counsel  
Executive Team  
Chief of Staff

[www.kaweahdelta.org](http://www.kaweahdelta.org)



# KAWEAH DELTA HEALTH CARE DISTRICT BOARD OF DIRECTORS MEETING

Kaweah Delta Medical Center - Acequia Wing  
Acequia Wing Conference Room  
305 West Acequia, Visalia  
[www.KaweahDelta.org](http://www.KaweahDelta.org)

Friday, May 10, 2019

## OPEN MEETING AGENDA {8:30AM}

1. CALL TO ORDER
2. APPROVAL OF AGENDA
3. **PUBLIC PARTICIPATION** – Members of the public may comment on agenda items before action is taken and after the item has been discussed by the Board. Each speaker will be allowed five minutes. Members of the public wishing to address the Board concerning items not on the agenda and within the subject matter jurisdictions of the Board are requested to identify themselves at this time.
4. **PUBLIC PERCEPTION SURVEY** – Review of the Kaweah Delta Probolsky Research public perception survey.  
*Marc Mertz, Vice President of Strategic Planning and Business Development and Deborah Volosin, Director of Community Engagement*
5. **CHIEF EXECUTIVE OFFICER REPORT** – *Gary Herbst, CEO*
6. **ADJOURN**

*In compliance with the Americans with Disabilities Act, if you need special assistance to participate at this meeting, please contact the Board Clerk (559) 624-2330. Notification 48 hours prior to the meeting will enable the District to make reasonable arrangements to ensure accessibility to the Kaweah Delta Health Care District Board of Directors meeting.*

# Kaweah Medical Center

## Satisfaction Survey

### Presentation

---

May 6, 2019



Opinion Research on  
Elections and Public Policy

**Probolsky Research**  
3990 Westerly Place Suite 185  
Newport Beach CA 92660

Newport Beach (949) 855-6400  
San Francisco (415) 870-8150  
Washington DC (202) 559-0270

# Kaweah Delta Medical Center – Satisfaction Survey

## Survey Methodology\*

From Wednesday, February 20, 2019 to Sunday, February 24, 2019, Probolsky Research conducted a live-interviewer telephone and online survey among residents in the designated zip codes in Tulare County.

A total of 400 residents (240 by telephone and 160 online) were surveyed. A survey of this size yields a margin of error of +/-5.0%, with a confidence level of 95%. Interviews were conducted with respondents on both landline and mobile phones (74.6%) and were offered in English and Spanish (5.0%) languages. For the online survey phase, we invited participation via email. Security measures precluded individuals from completing the survey more than once and allowed only the designated resident to complete the survey. Online respondents were able to use their computer, tablet or smart phone to participate.

Our sample was developed from comprehensive consumer databases of residents in selected zip codes in Tulare County. Probolsky Research applies a stratified random sampling methodology to ensure that the demographic proportions of survey respondents match the demographic composition of residents.

*Probolsky Research specializes in opinion research on behalf of corporate, election, government, and non-profit, and special interest clients.*



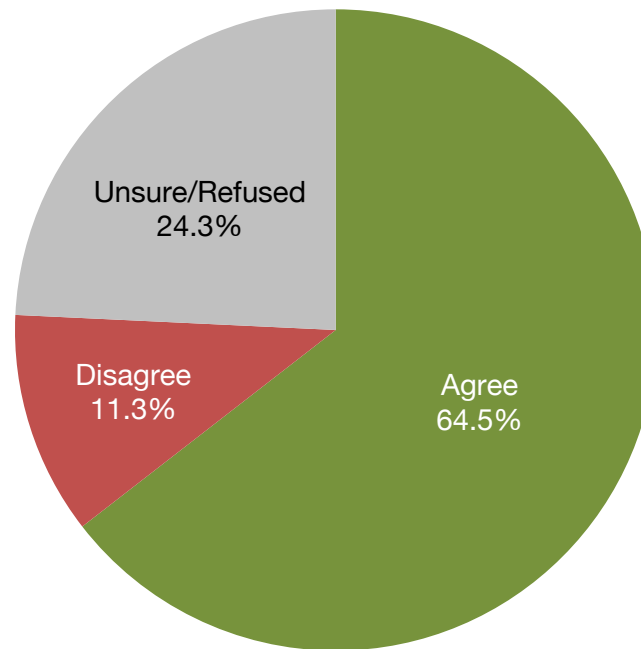
# Key Findings

- **Nearly 70%** of respondents **have been treated or knew someone** who had received care from Kaweah Delta Medical Center, and **70.1%** of those who had received care there **were satisfied** with it
- A large majority of respondents have a generally good opinion of Kaweah Delta Medical Center, with **68.3%** of respondents saying they believe they **receive good care** there
- **Nearly 65%** believe Kaweah Delta Medical Center is **honest and trustworthy**, but just **57.3%** say that Kaweah Delta **tells the truth** to the community
- While **67%** say they would **recommend** Kaweah Delta Medical Center to friends and family, just **64.8%** **would choose** Kaweah Delta for themselves when given a choice of where to go for care
- **A majority, 62.3%** felt they would receive good care from the **Emergency Department**, and **62%** said they would go to Kaweah Delta for **surgery**, but just **53.3%** said they would go to Kaweah Delta for **cancer care**
- In general, the **40-49 year old age group** was more **negative** with their responses
- Similarly, the **online respondents** were either more **negative** or more **unsure** about their responses

# Agree or Disagree Statements

# 64.5% agree that Kaweah Delta is honest and Trustworthy

Question 1: Please indicate if you agree or disagree with each of the following statements. "Kaweah Delta is an **honest** and **trustworthy** organization."



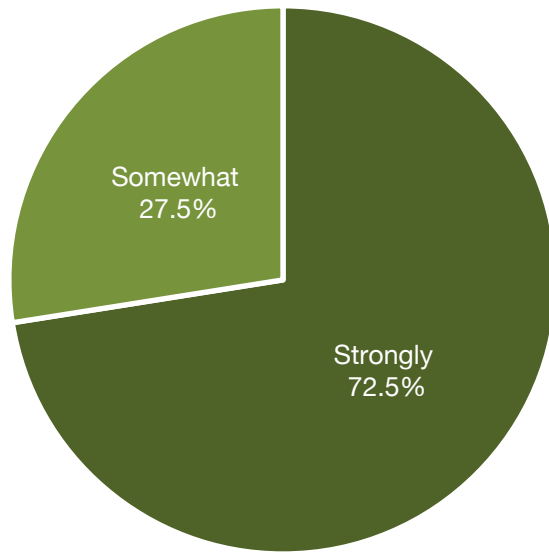
7/22

# Among those who would agree, 72.5% strongly

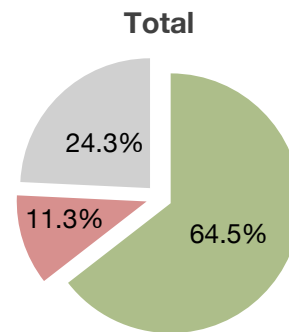
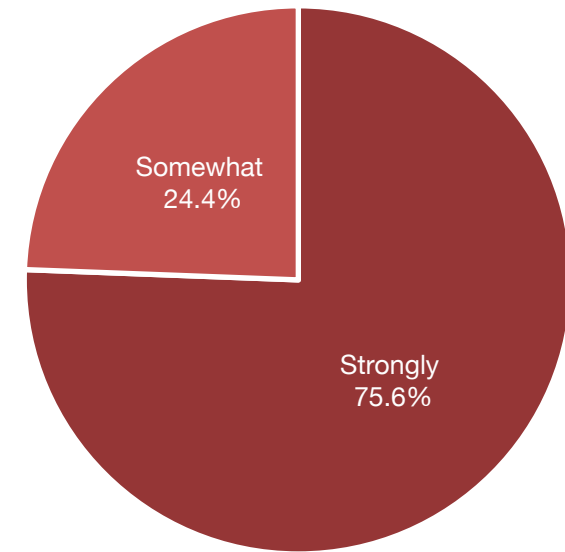
Agree Kaweah Delta is honest and trustworthy

Question 1: Please indicate if you agree or disagree with each of the following statements. "Kaweah Delta is an **honest** and **trustworthy** organization."

Among those who would agree



Among those who would disagree

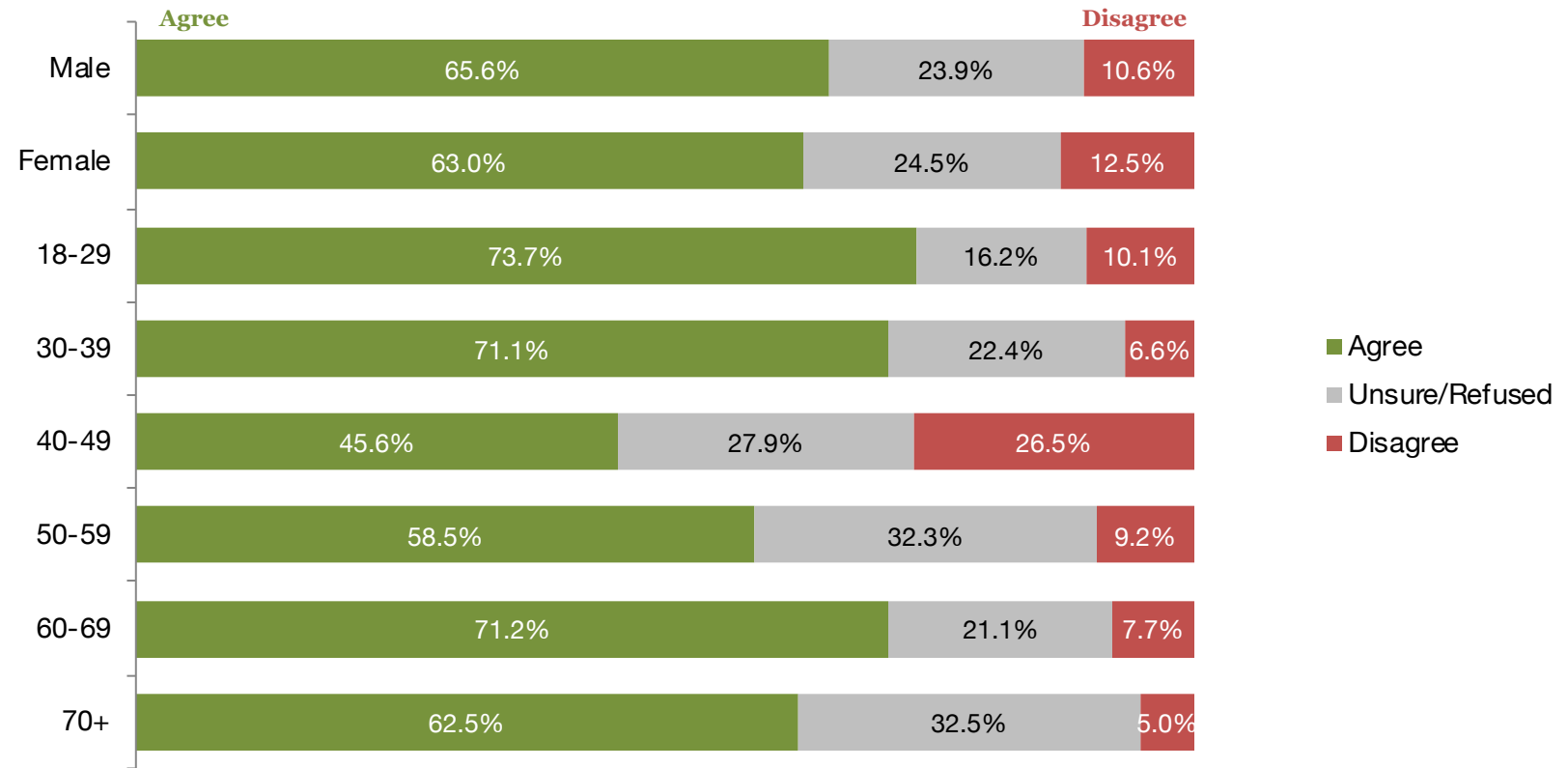


8/22



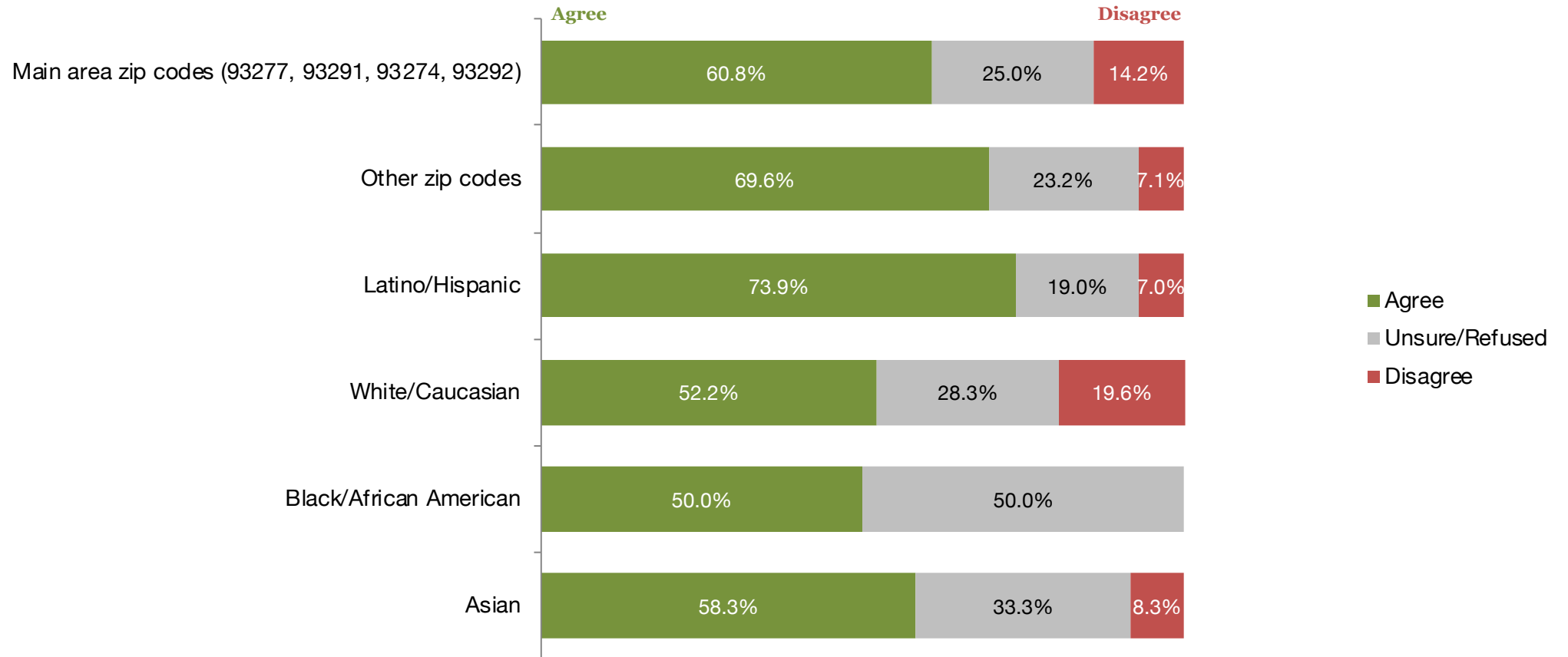
# Results by gender and age

Question 1: Please indicate if you agree or disagree with each of the following statements. “Kaweah Delta is an **honest** and **trustworthy** organization.”



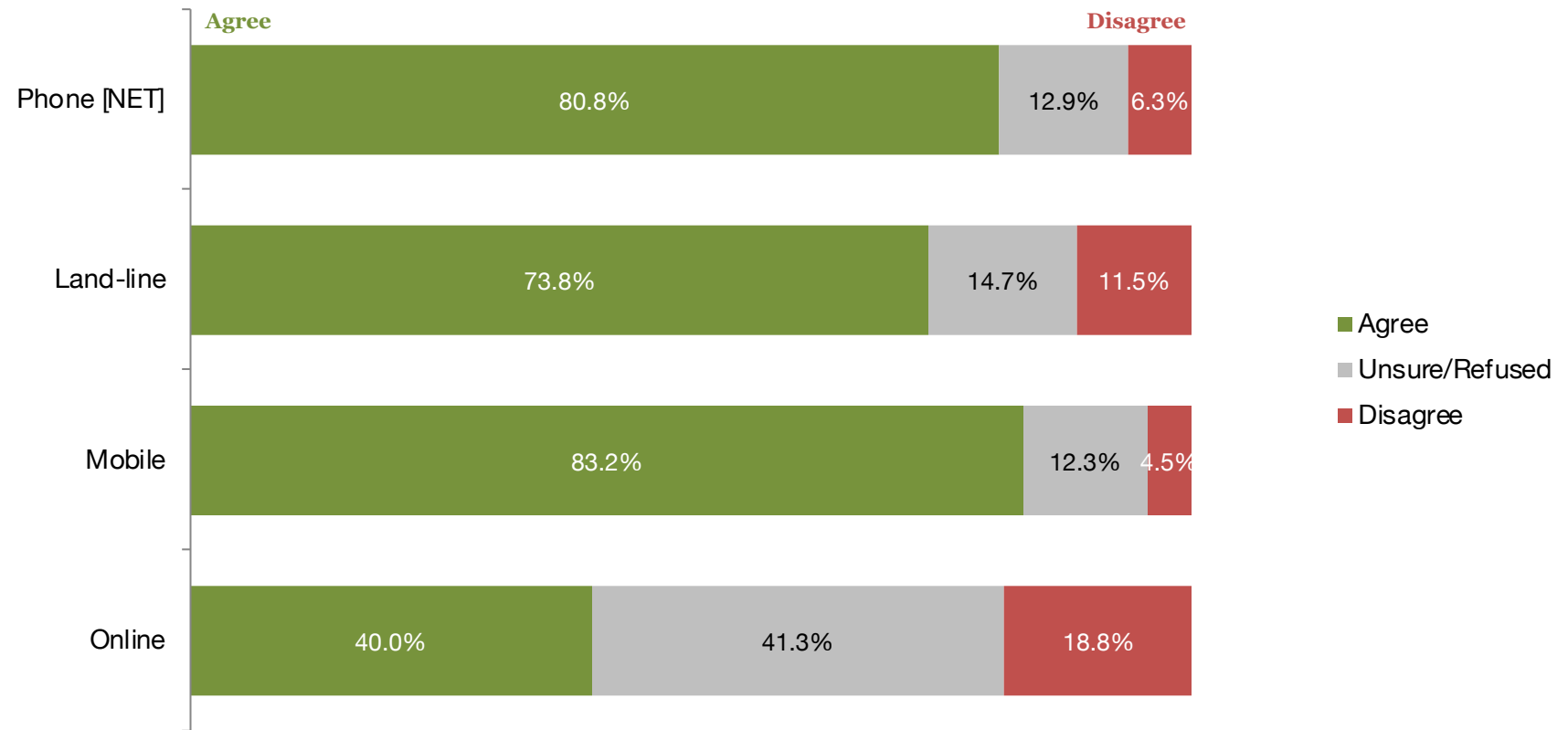
# Results by zip code and ethnicity

Question 1: Please indicate if you agree or disagree with each of the following statements. “Kaweah Delta is an **honest** and **trustworthy** organization.”



# Results by survey mode

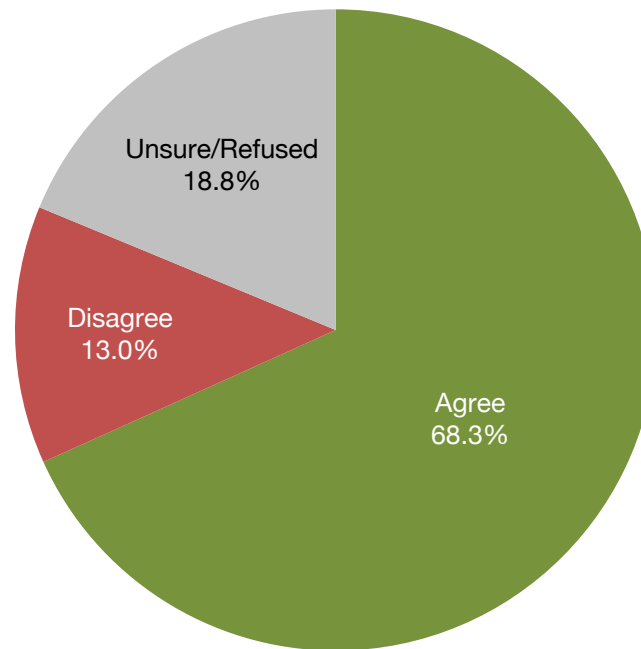
Question 1: Please indicate if you agree or disagree with each of the following statements. “Kaweah Delta is an **honest** and **trustworthy** organization.”



# 68.3% agree that they will receive good care if they

Are a patient at Kaweah Delta

Question 2: Please indicate if you agree or disagree with each of the following statements. "I will receive **good care** if I am a patient at Kaweah Delta."

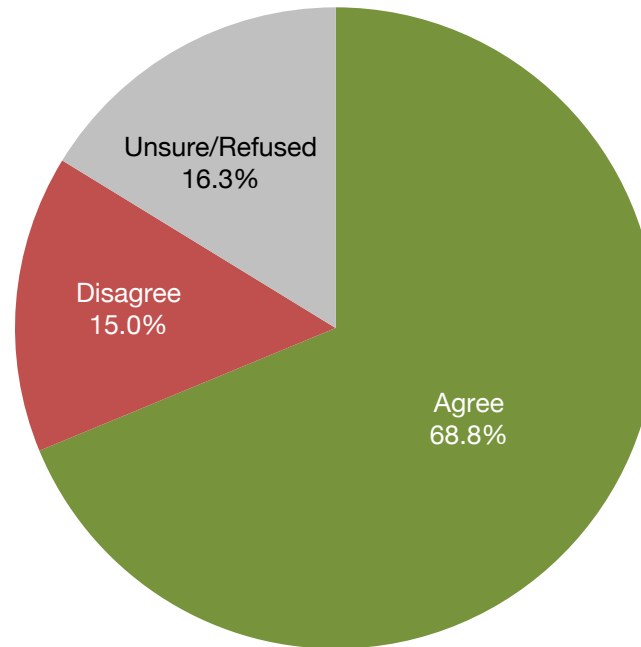


12/22

# 68.8% agree that they are comfortable with

Kaweah Delta caring for people no matter where they live

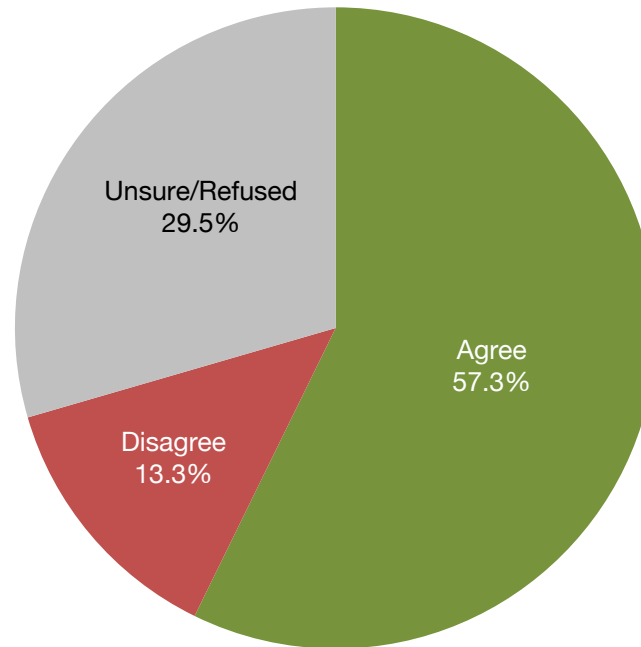
Question 3: Please indicate if you agree or disagree with each of the following statements. "I am comfortable with Kaweah Delta caring for people no matter **where they live.**"



13/22

# 57.3% agree that Kaweah Delta tells the truth to The community

Question 4: Please indicate if you agree or disagree with of the following statements. “Kaweah Delta **tells the truth** to the community.”

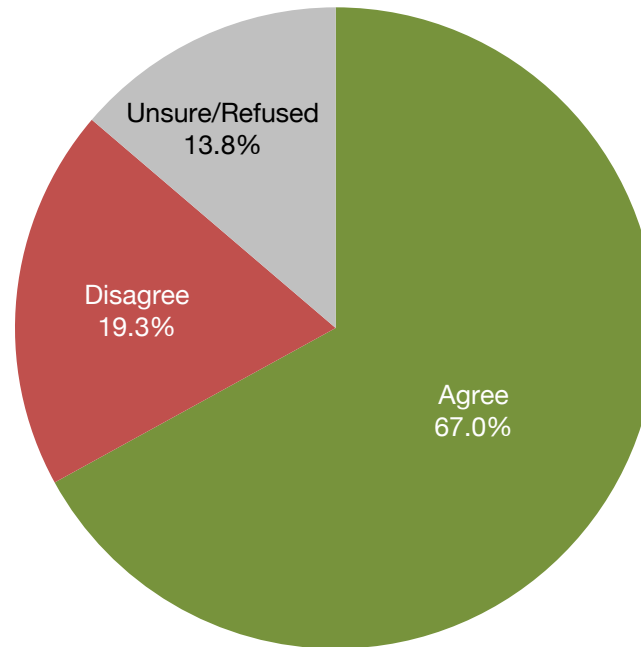


14/22

# 67% agree that they would recommend Kaweah

Delta to family and friends when they need health care

Question 5: Please indicate if you agree or disagree with each of the following statements. "I will **recommend** Kaweah Delta to family and friends when they need health care."

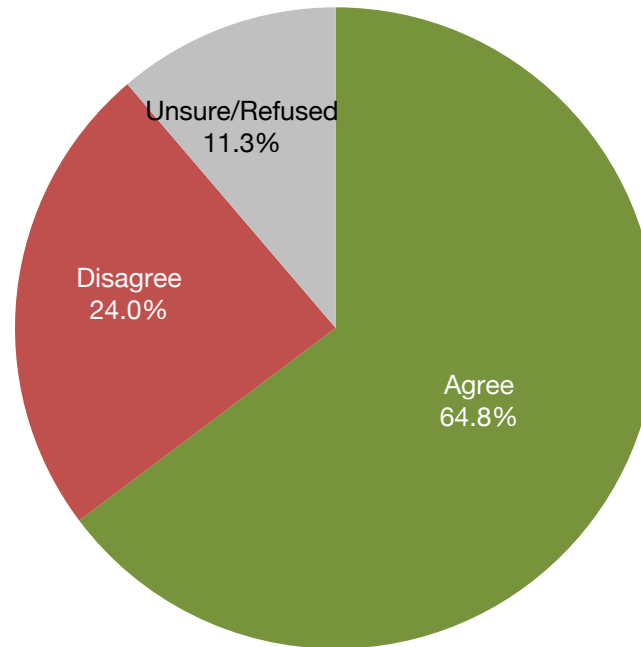


15/22

# 64.8% agree that when they have a choice of where

To go for care, they choose Kaweah Delta

Question 6: Please indicate if you agree or disagree with each of the following statements. "When I have a choice of where to go for care, I **choose** Kaweah Delta."



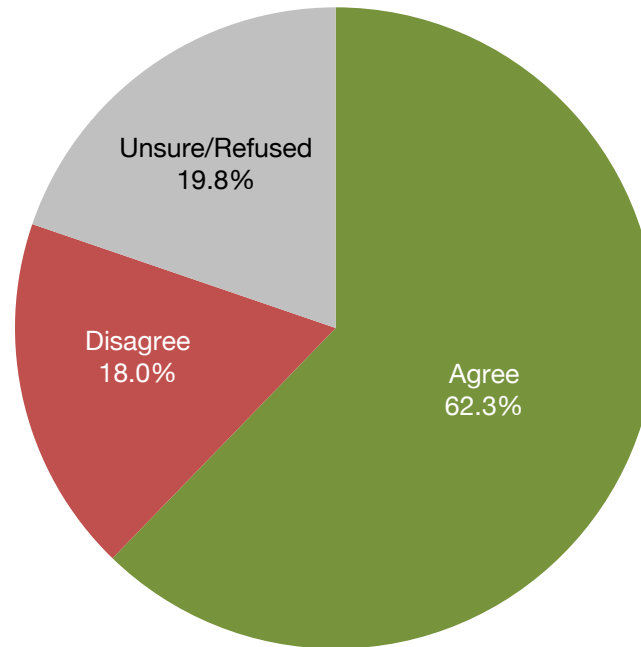
16/22



# 62.3% agree that they will receive good care at

Kaweah Delta's Emergency Department

Question 7: Please indicate if you agree or disagree with each of the following statements. "I will receive good care at Kaweah Delta's **Emergency Department.**"

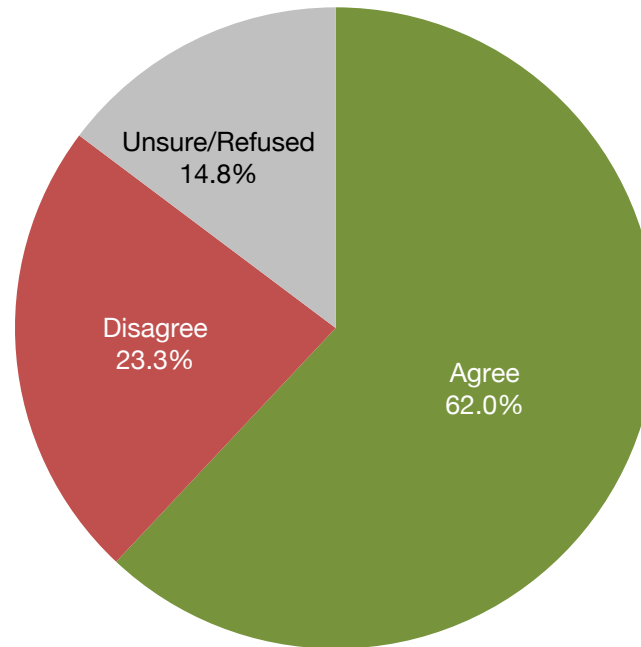


17/22

# 62% agree that they would choose Kaweah Delta

For surgery

Question 9: Please indicate if you agree or disagree with each of the following statements. "I would choose Kaweah Delta if I need **surgery**."



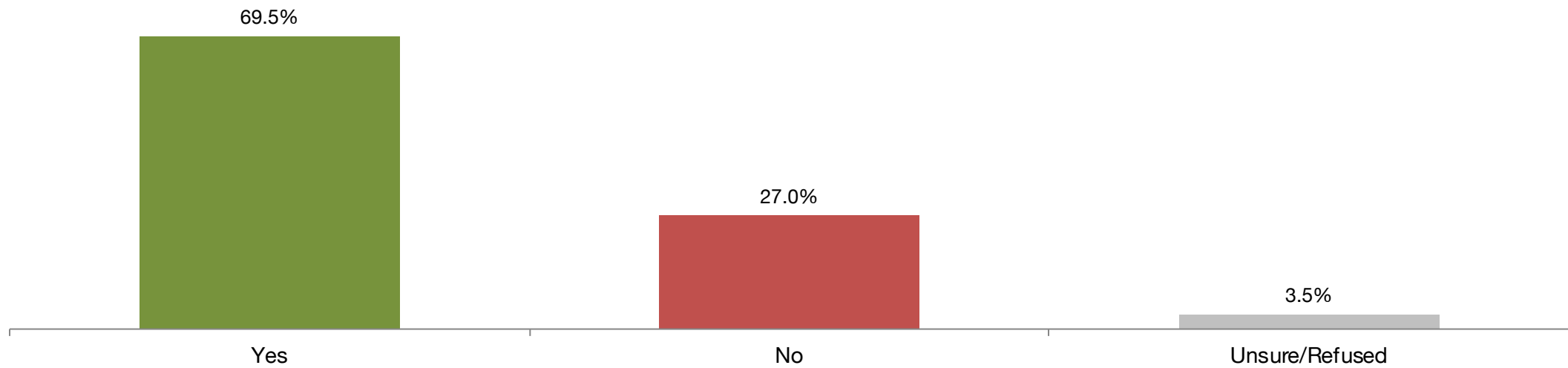
18/22

# Satisfaction with Care at Kaweah Delta

# 69.5% said that they or someone they know had

Received care at Kaweah Delta in the last year

Question 10: Have you or someone you know **received care** at Kaweah Delta in the last year?

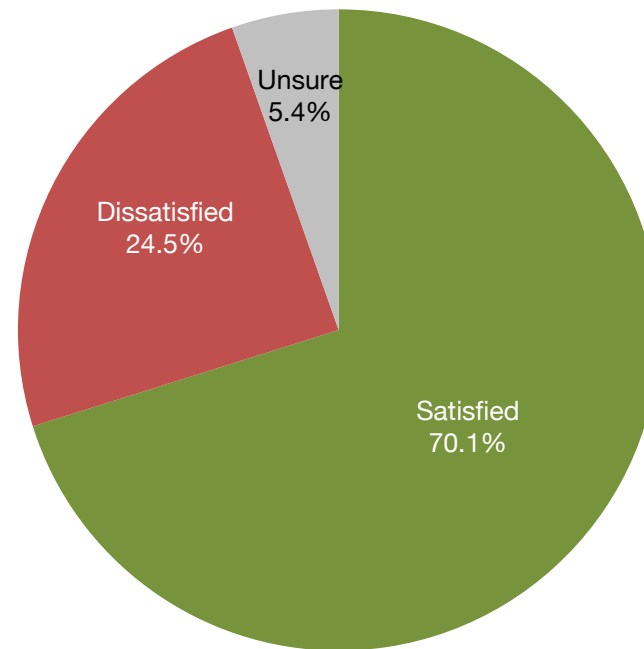


# Among those who received care, 70.1% said they

Were satisfied with Kaweah Delta's care

Question 11: Were you or they **satisfied** or **dissatisfied** with Kaweah Delta's care?\*

\*[AMONG THOSE WHO SAID "YES"]



---

# Questions?

---

**Adam Probolsky, President**

O: 949-855-6400 | M: 949-697-6726

E: [adamp@probolskyresearch.com](mailto:adamp@probolskyresearch.com)

**Victoria Griffin, Research Analyst**

O: 949-855-6400

E: [victoria@probolskyresearch.com](mailto:victoria@probolskyresearch.com)



Opinion Research on  
Elections and Public Policy

**Probolsky Research**  
3990 Westerly Place Suite 185  
Newport Beach CA 92660

Newport Beach (949) 855-6400  
San Francisco (415) 870-8150  
Washington DC (202) 559-0270