In celebration of Patient Experience Week 2016, we focus on our pledge to patients, families, visitors, colleagues and professional partners. Each day brings a new Patient Experience challenge that emphasizes the positive attitudes and behaviors that make a difference.

**Monday, April 25:**
Be a safety superhero and help us deliver our promise of being the best place for kids. Use an Error Prevention Technique and make a personal commitment to safety!

**Name Game** – Introduce yourself to the team.

**Team Member Checking & ARCC**
- **Ask** a question
- **Request** a change
- **Concern** – state “I have a concern.”
- **Chain of command**

**STAR** – Pay attention to detail
- **Stop:** Pause for a moment
- **Think:** Focus on the act
- **Act:** Perform the act
- **Review:** Check your results

**Tuesday, April 26:**
You are the patient experience! Identify one thing that you can do every day to build a better experience for patients, families and co-workers. Write it down or tell a colleague, and then do it! Take initiative and be I-countable.

**Wednesday, April 27:**
Put your phone away in public places. Don’t text or stare at the screen as you walk. Look up, make eye contact, smile, and make your space a more welcoming place to be!

**Thursday, April 28:**
Be courteous and respectful in every interaction. Greet patients and families, offer to help, and provide a positive, professional and prompt response.

**Friday, April 29:**
Follow the platinum rule and treat every person the way they want to be treated. Actively listen, focus on every person, and be present in the moment.

*I am the Patient Experience*