In celebration of Patient Experience Week, we focus on our pledge to patients, families, visitors, colleagues and professional partners. Each day brings a new PX (patient experience) challenge to help us deliver a remarkable patient experience.

**Monday, April 27:**
Say “Good Morning” to 10 people in your first 30 minutes on the job. (Good afternoon or good evening for later shifts.)

**Tuesday, April 28:**
Acknowledge every family, patient, guest, or visitor you see today. Smile, make eye contact, say “Hi.”

**Wednesday, April 29:**
Identify at least one thing you will do today to deliver a remarkable patient experience. Write it down or tell a colleague – and then do it! Be I-countable and show Initiative.
Do you have a big (or small) idea on how we can improve the patient experience? Tell Cherie Lytle, our patient experience manager.

**Thursday, April 30:**
Tell at least one family, “Thank you for allowing us to care for your child,” and thank five colleagues for all that they do.

**Friday, May 1:**
Make it a point to treat every family with courtesy and respect today and every day! Greet them, offer to help, provide a positive, professional and prompt response; actively listen, focus on every person – be present. Ask one family today what we can do to make their experience even better.

*I am the Patient Experience*