LEADER TOOLKIT
PATIENT EXPERIENCE WEEK

We improve lives.
In big ways through learning,
healing and discovery.
In small, personal ways through human connection.
But in all ways, we improve lives.

Recommended Patient Experience Week Activities:

Focus on our mission:
Refer to the Patient Experience Week flyer for daily patient-centered highlights.

Safety Huddle presentations:
60-second stories provided by the Patient & Family Advisory Councils (PFAC). Learn about the PFAC and how they can help us elevate the way we provide patient care. Other highlights include: visits from the Volunteer Services Pet Therapy dogs; opportunities to give flowers to our patients;

RecognizingU:
Leaders should honor at least two employees each day using the RecognizingU Patient Experience Week card. Write solid examples of patient-centered behaviors. Also consider honoring staff with Service Excellence ribbons or mail a handwritten thank you card.

Wow! moments:
Start each meeting with a positive patient story, encourage staff to share a moment, share a patient experience survey comment, or read a letter from a patient.

It’s everyone’s responsibility to make this celebration come to life. Good luck and more importantly, have fun!

Reminder: Thursday, April 28:
Beryl Institute Webinar (Colorado Conference Room):
Framing the Field of Patient Experience: Refocusing the Heart of Healthcare.
(by invitation only, call x58791 or email robin.rogers@uchealth.org for more information).

"The Patient Experience is the sum of all interactions, shaped by an organization’s culture that influence patient perceptions across the continuum of care."
-The Beryl Institute