2nd Patient Experience Campaign
“Employee Engagement in Patient Experience”
Patient Experience Department held the opening of the 2nd Patient Experience Campaign in collaboration with 9 departments are considered touch points in the patient’s journey. The involved departments in the campaign were: Patient Services, Rehabilitation, Family Medicine, Pharmacy, Imaging, Health Education, Phlebotomy, Case Management and Nursing Department.
Opening Campaign Survey:

As part of the 2\textsuperscript{nd} Patient Experience Campaign, a survey on the overall experience of the campaign journey was conducted during the opening. 86 responses to the questionnaire were collected.
PNU Visit:
Patient Experience team visited the Health Colleges at Princess Nourah Bint Abdulrahman University. The aim of the visit was to introduce the future health care providers to the concept of Patient Experience and spread the awareness on the role of the Patient Experience Department at KAAUH.
During the visit to Princess Nourah Bint Abdulrahman University Health college, a survey was conducted targeting all interested health colleges staff and students. The objective from this survey was to measure their awareness about the Patient Experience concept. Nearly 40 responses to the questionnaire were collected.
Educational Lecture:

In collaboration with the Quality Improvement & Patient Safety Department and Academic and Training Department, a lecture about the Planetree Designation was conducted by Ms. Nesreen Alaloola.
In collaboration with the Quality Improvement & Patient Safety Department, the Strategy Management Office and the Project Management Office, Patient Experience Department conducted a workshop about Planetree Designation for one day. Around 25 employees from several departments were included in four different team that were assigned specific criteria and projects to work on in preparation for the upcoming Planetree Designation.