Patient Experience Week 2016
WHAT'S YOUR STORY?
Color Themed Days!
Stories to Vote for & Videos to Watch

What's your Story?
Share how you impact the patient experience, and vote for your favorite teammate story.

Post on Yammer! #iamthePX

Stories to Vote For

CMC University Lactation Consult Team: Susan Murrow
"My baby is now thriving and gaining weight appropriately."

Virtual Critical Care Mint Hill Team
"If I hadn’t been found when I was, I most likely would not be alive today."

CHS Teammates for Supporting our Troops
"We received the thank you cards that were created by the employees of Carolinas HealthCare System."

CHS Union Patient Representative: Jimmy Hargett
"I later found out that Jimmy had stayed with him until he took his last breath."

Videos

Patient Experience Week
- Share Your Story - A message from Connie Bonebrake
- CURO Conversations (3:12)
- Begin and End with Caring (2:27)
- Transparency (4:04)
- Compassion Champions (6:05)

- "Man in the Mirror" (4:04)
- "Own the Zone" (7:10)
- Kylee’s Heart Transplant (3:43)

Resources
- Patient Experience Flyer
- Share Your Story - How I Impact the Patient Experience
- Ways to Celebrate Handout
- CHS Leadership Institute
- One Experience Behaviors
Corporate Patient Experience shared their stories!

Language Services celebrated with a team potluck lunch!
Surprise & Delight

14 stories
Written by patients
About awesome teammates
Were read & celebrated
Across the system
Teammates loved Surprise & Delight!
Thank you all for an **AWESOME** Patient Experience Week!