Cultural Retreat Agenda

9:00 AM – 10:00 AM:
- Ice breakers/breakfast
- Welcome from a redesign team member (staff member)
- Welcome from executive leadership to lend support
- Patient Testimonial – Negative experience
- Patient experience deep dive into HCAHPS data, comments, and focus group feedback from all groups
- Played a patient voicemail sharing an emotional negative experience
- Played our redesign entire team video which showcased the journey and work of the redesign team thus far

10:00 AM – 10:15 AM:
- Team Video: Who we are and what we’re made of to inspire the team
- Mindfulness presentation

10:15 AM – 12:00 PM:
- Hosted a guest speaker to share her life changing childbirth story to remind everyone of why we do what we do

12:00 PM – 12:30 PM:
- Lunch

12:30 PM – 3:30 PM: (break out into different sessions)
- Improvisation and communication workshop
  - Tell a story in 60 seconds
  - Pass the Ball
  - Emotion cards
- Staff led role playing conflict resolution training
- Hospitality scavenger hunt around NYC
  - Split into multidisciplinary teams in a timed competition to experience different aspects of hospitality that our patients experience while at the hospital including: wayfinding, communication, “going the extra mile” and finding the yes
- Redesign team role played the 5 service standards we are asking everyone to perform showcasing current state vs. future state

4:00 PM – 5:00 PM:
- Wrap up and reflections led by redesign team member and Amy Marshall (Director of Maternity and Newborn Services)
- Physician/Chairman closing remarks
- Positive patient story to end the day on an inspiring moment