



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 child birth 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 difference 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