Patient Experience 101
Topic: Connect to Purpose

What’s Your Story?

Part A. Purpose: “I appreciate the opportunity to let you know who I am and what I contribute here (or “can contribute” for new employees). I’m ______ (insert name) _______ and one reason I…went into the healthcare field/or/I wanted to work here…is _______________________________.

Part B. Values: “One value I see here (or hope to see here) that’s important to me is ______________________________________________ because _________________________________.

Part C. Managing Stress: “One way I let go of stress is/or one song that helps me let go of stress is _________________________________________________________________________________.

Part D. Personal Strengths: “A personal strength (natural strength or one I’ve developed over time) that I bring to my job is________________________. One way I (use/can use) that strength to help patients (and their families) have positive experiences is: ________________________________________.

Part E. One Thing You’d Like to Know: “Now that you know a lot about me, what is one additional thing you’d like to know about me?”

Guidance for Your Story

Part A. Purpose
  • For those in clinical roles: Why did you choose the field of healthcare? What interested you in the beginning of your career?
  • For those in non-clinical roles such as those in food service, finance, IT, customer service or registration: “Why did you want to work here? What could be powerful about your interaction-with or service-to patients? Why is that important to you?”

Part B. Values
  • Review the organization’s core values OR the list of potential values on the back of the Handout.
  • Choose one value that you see on the organization’s list or one you hope to see here from the list on your Handout that’s important to you and explain why.

Part C. Managing Stress
  • What do you do to help yourself when you’re feeling stressed at work? What techniques work for you?
  • Do you ever use music to reduce stress? If so, what is a favorite song that helps you to let go of stress?