



# *PARTICIPANT HANDOUTS*

Sample Document

# 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?