Stanford HEALTH CARE

2016 Patient Experience Week

April 25th – April 29th
C-I-CARE Patient Experience Week

The C-I-CARE Patient Experience Week is an annual event, held across the nation, to celebrate healthcare staff impacting patient experience everyday.

Inspired by members of the Beryl Institute community, C-I-CARE Patient Experience Week provides a focused time for us to celebrate accomplishments, reenergize efforts and honor the people who impact patient experience everyday.

From nurses and physicians, to support staff and executive professionals, to patients, families and communities served, Stanford Health Care coordinated educational and celebratory activities during each day of C-I-CARE Patient Experience Week.

For more information on Patient Experience Week and the Beryl Institute, visit http://www.theberylinstitute.org/

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Join the 3rd Annual
C-I-CARE Patient Experience Week
April 25th - April 29th

The C-I-CARE Patient Experience Week is an annual event, held across the nation, providing a focused time for us to celebrate accomplishments, reenergize efforts and honor the people who impact patient and family experience everyday.

Monday, April 25th
C-I-CARE PX Week Fair
10:00am-2:00pm
SHC Atrium

Tuesday, April 26th
PX Office Hours
11:30am-1:00pm
SHC Alway M214
(following C-I-CARE Rounds)

Wednesday, April 27th
C-I-CARE PX Week Fair
11:00am-1:00pm
RWC Outpatient Center, Pavilion B
1820 Embarcadero, Ampersand Rm
Cancer Center South Bay, Library
Hillview Lab/Blood Center, Breezeway

Thursday, April 28th
C-I-CARE PX Week Fair
11:00am-1:00pm
Neuroscience Health Center, Floor 1
7600 Gateway Blvd, Newark, Lobby
ValleyCare Livermore, Lobby

Pause, Reflect, Connect Story Telling Workshop
2:00-3:30pm
SHC Alway M214

Dr. Jonathan Berek will share best practices for how to tell your story in a compelling way. To sign up, contact cicare@stanfordhealthcare.org

Friday, April 29th
C-I-CARE PX Week Fair
12:30pm-2:30pm
ValleyCare Pleasanton Breezeway

MD C-I-CARE Video Premier
12:00-12:30pm
SHC Atrium

Walk the red carpet with your SHC patients and colleagues as the new C-I-CARE video for physicians is premiered for all to see.

Swing by the fair locations listed above to celebrate, learn about, and be a part of the patient and family experience at Stanford Health Care! And, don’t forget to take the C-I-CARE Compassion Challenge for a chance to win prizes—challenge cards will be available at the C-I-CARE PX Fairs!

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C-I-CARE Patient Experience Week

- **5 days of events**
  - Open House Fairs with 30+ Department Booths
  - C-I-CARE Trivia
  - Story Telling Workshop with Dr. Berek
  - MD C-I-CARE Movie Premier
  - C-I-CARE Compassion Challenge

- **9 campuses visited across the network**
  - Stanford 300P Campus
  - Redwood City Outpatient Center
  - Embarcadero Tech Center
  - Cancer Center South Bay
  - Hillview Lab and Stanford Blood Center
  - Stanford Neuroscience Health Center
  - Newark Business Campus
  - ValleyCare-Livermore
  - ValleyCare-Pleasanton

- **C-I-CARE Flair**
  - 15,000 C-I-CARE Badge Clips
  - 10,000 C-I-CARE Compassion Cards
  - 5,000 C-I-CARE Vis Wall Magnets

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C-I-CARE Patient Experience Week – SWAG!

Compassion Challenge Cards – 2 Sets

C-I-CARE Badge Clips

C-I-CARE Commitment & Photo Cards

C-I-CARE Vis Wall Magnets

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C-I-CARE Patient Experience Week - Stanford Health Care

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C-I-CARE Patient Experience Week
Redwood City Outpatient Center, Embarcadero Tech Center
C-I-CARE Patient Experience Week
Cancer Center South Bay, Hillview Lab and Stanford Blood Center

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C-I-CARE Patient Experience Week
Stanford Neuroscience Health Center, Newark Campus

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C-I-CARE Patient Experience Week
ValleyCare Livermore, Story Telling Workshop

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C-I-CARE Patient Experience Week – Compassion Challenge

I learned that interacting with my colleagues is energizing, gratifying and of course, fun. I was surprised by how touched I was on receiving a hand-delivered note from a member of our staff that works in a different line of our business.

I surprised myself by enjoying to keep my phone in my pocket the entire day, I have even deactivated my Facebook Account so I'm not distracted.

I learned that when helping a person out in life it really makes them feel special and at ease. I was surprised on how good it made me feel and the person.

This is a good way to take a look at yourself and other’s in a more thoughtful and caring way and make a person slow down and just breathe.

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I learned the self-care break is really important. I am one that tends to not take breaks and eats at their desk. I have since scheduled a mid-day break on my calendar and take walks around the building. I am feeling less frustrated and have a little more energy to get through the afternoon.

Saying hello to 10 people within the first 2 hours of my day. I liked this challenge the most because it really set the tone for the day. If you start your day being friendly and cheerful the higher chance of the rest of the day being that way.

I particularly enjoyed learning 5 new things about my coworkers, in which I never felt compelled to ask. You get used to seeing your coworkers every day and the fact that they are engaging in various activities that have to do with something outside of work really seems to go unnoticed.

I liked the three good things that happened today challenge best. It is a great way to shift one’s consciousness from the problems we are working on to what is actually working or going well in any given moment.
## C-I-CARE Patient Experience Week – Reflections

### What we Loved!

- The spirit of the Service Excellence Team
- Partnerships with departments across the organization and patient & family partners
- Visiting many different sites across the network
- Ample prep time for each event
- Food at ValleyCare
- Photobooth at ValleyCare
- Compassion Challenge Cards
- C-I-CARE Trivia!!

### Improvement Ideas

- Easier SWAG pack distribution
- More prizes
- More educational and speaker events, more experiential activities
- Better promotion of events inside SHC and within community
- Clarity of event and role purpose
- Enhance collaboration with UHA, LPCH
- Bring activities to the units and after hours
- Focus more on patient and family stories