We improve lives.
In big ways through learning, healing and discovery.
In small, personal ways through human connection.
But in all ways, we improve lives.

Monday, April 25
Say "good morning", "good afternoon", or "good evening" to 10 people in the first 60 minutes of your shift.

Tuesday, April 26
Offer to walk a visitor or patient to their destination.

Wednesday, April 27
Thank at least one patient or family member and thank at least five colleagues for all they do (RecognizingU card).

Thursday, April 28
Create a 'Wow!' moment for a patient or visitor.

Friday, April 29
Ask one family or patient, "What can I do to help make this a good experience for you?" Then try to do it.

"The Patient Experience is the sum of all interactions, shaped by an organization's culture that influence patient perceptions across the continuum of care."

- The Beryl Institute