Patient Experience Week  
April 28 – May 2, 2014  
Self Care for Great Care (Associate Sessions)  
All sites 11-1 pm

EMH 4/28  
- Lobby Conference Room 384  
- Planning for 100  
- Massage therapists: Julie Bartlett & Denise Zinke (Per Nancy Christensen – EMH Pavlic Center)  
- Spiritual Services: Sarita Centala 262-780-3830 / 262-785-3077  
- Art Therapy: Mandalas  
- Barb/Hospitality will provide table cloths and she put through the food order for us  
  o Administrative Assistant - Hospitality Services (262)785-2121 ext. 3

Set Up Instructions / check List

1. Place announcement sign at entrance of cafeteria.

2. Ensure that tables are set up according to plan (open house style: open entrance & walking space in center. Stations/tables set up along walls furthest from entrance)  
   a. Flow will be right to left, in the order outlined above with food and beverage as the last stations on the way out.

3. Ensure that tables have table cloths

4. Station #1 – Entrance Table:  
   a. Set up water fountain  
      i. About 2 cups of water: just pour over base  
      ii. Can plug in or use batteries (already in) / check for outlets  
      iii. Add rocks to base  
   b. Put out pens  
   c. Put out Goodie Bag Coupons/cards  
   d. Place sign about coupon redemption on table  
   e. Spread some potpourri on table  
   f. Place a couple of flameless tea lights on table

5. Station #2 – Massage Station (space for three chairs)  
   a. Therapists will bring their massage chairs / table not needed here  
   b. Decide where massage chairs will be placed  
   c. If possible, put sign (Massage Station) on wall to designate area  
   d. Borrow an executive or board room chair for massage pad  
      i. Place massage pad on chair  
      ii. Locate outlet & plug in (extension cord available)
6. Station #3 - Art Therapy – Mandalas
   a. Supplies:
      i. A completed mandala (colored picture)
      ii. Colored pencils (two large packs)
      iii. Holders for colored pencils
      iv. Copies of three different mandala designs
      v. Explanation of mandala as Art Therapy (1/3 sheet of paper)
   b. Decide how to place table to accommodate at least 4 people sitting at the table
   c. Add four chairs
   d. If possible, put sign (Art Therapy Station) on wall to designate area

7. Station #4: Reflection Station (by Spiritual Services-Sarita Centala)
   a. Place one or two chairs on the side of table
   b. Table will have handouts, books
   c. Pastor will conduct Breath exercise/palms up, palms down exercise
   d. If possible, put sign (Reflection Station) on wall to designate area
   e. Spread some potpourri on table

8. Station #5: Patient Experience
   a. Place Patient Experience Trifold/poster
   b. Place handouts on table:
      i. I am the patient experience (Stickers)
      ii. Patient Experience Promise card
      iii. Other
   c. Place goodie bags on table or leave in box:
      i. Associates must turn in the coupon to get a goodie bag
   d. If possible, put sign (Patient Experience Station) on wall to designate area
   e. Spread some potpourri on table

9. Station #6: Nutrition Station
   a. Hospitality will supply Yogurt/fruit and cookie trays
   b. Ensure that they bring napkins, plates, etc.
   c. Spread some potpourri on table

10. Station #7: Hydration Station
    a. Hospitality will set up Hydration station (fruit infused water) and punch bowl
    b. Ensure that cups are brought in
    c. Place large garbage can near these tables or near exit
    d. Spread some potpourri on table

11. Place welcome sign on conference room door

12. Dim lights & Place flameless tea lights on tables throughout the room

13. Set up music:
    a. Portable radio or room AV Equipment
    b. CD – Keep Calm and Carry On

14. Smile, welcome and thank everyone for delivering great patient care.