What is it? Patient Experience Week is an annual event to celebrate healthcare staff impacting patient experience every day. Inspired by members of the Institute community, PX Week provides a focused time for organizations to celebrate accomplishments, reenergize efforts and honor the people who impact patient experience every day. From nurses and physicians, to support staff and executive professionals, to patients, families and communities served, the Institute hopes to bring together healthcare organizations across the globe to observe PX Week.

Why Participate in Patient Experience Week?
By supporting Patient Experience Week, you are showing your employees that you appreciate their hard work and encourage their continued efforts on behalf of patients. This week is a great way to enhance patient and staff relations, increase hospital morale and improve communication.

Schedule of events:

Monday:
Event: Video presentation of “I am the Patient Experience.” Coffee and donuts. PX photobooth.
Daily challenge: Say “good morning” “good afternoon” or “good evening” to 10 people in the first 60 minutes of your shift.
Leadership: Leadership door greeters.

Tuesday:
Event: Video presentation “Why are you the PX?” Why are we here, why do we do what we do.
Daily challenge: Offer to walk a visitor or patient to their destination instead of just giving directions.
Leadership: Patient experience supplies drive. (Ongoing throughout the week)

Wednesday:
Event: Leadership team to distribute flowers and thank you notes to all patients.
Daily challenge: Thank at least one patient or family member and thank at least five colleagues across departments for all they do.
Leadership: CEO- A day in their shoes.

Thursday:
Event: Afternoon thank you cookie party for patient families and visitors.
**Daily challenge:** Create a ‘Wow!’ moment for a patient or visitor.

**Leadership:** Host party.

**Friday:**

**Event:** Video presentation of “All Voices Matter.” What our patients are saying about us. Patient’s comments.

**Daily challenge:** Ask one family or patient, “What can I do to help make this a good experience for you?” Then try to do it.

**Leadership:** Employee recognition of outstanding patient experiences.
1st Annual Patient Experience Week Supply Drive
April 23 - April 27

Department with the most donations receives prizes on April 28th!
Please bring donations to DQM Office
You and your loved ones are invited to attend an afternoon event to honor our patients, families and visitors.

Thursday, April 27 at 3PM in the cafeteria
MONDAY-Say “good morning” “good afternoon” or “good evening” to ten people in the first hour of your shift.
TUESDAY-Offer to walk a visitor or patient to their destination instead of just giving directions.
DAILY CHALLENGE™

Do one good, daily.

WEDNESDAY-Thank at least one patient or family member and five colleagues across departments for all they do.
THURSDAY-Create a ‘Wow!’ moment for a patient or visitor.
FRIDAY-Ask one family or patient, “What can I do to help make this a good experience for you?”...Then DO IT!