Patient Experience Week
April 24-28

Foster Unity • Own the Moment • Champion Excellence • Seize Opportunities
UnityPoint Health

In Nine Regions

- 17 UnityPoint Health Hospitals
- Communities served by 280+ Clinics
- 16 Community Network Hospitals
- 15 UnityPoint at Home Locations
- 4 Accredited UnityPoint Health Colleges
- 10 Affiliated Partners
- Insurance presence across all UnityPoint Health markets
UnityPoint Health - Blank Children’s Hospital

Display of Patient Experience Week posters at Blank Midwives Clinic and Blank Perinatal Clinic
Recognition letter to PX Champions from the COO and PX Director
A badge backer to identify PX Champions
UnityPoint Health - St. Luke’s Sioux City

Thank you for choosing St. Luke’s

UnityPoint Health
St. Luke’s
# UnityPoint Clinic

**Patient Experience BINGO**

<table>
<thead>
<tr>
<th>Patient with blue eyes</th>
<th>Patient with Disney character on clothes</th>
<th>Patient wearing nail polish</th>
<th>Patient with more than one set of earrings</th>
<th>Patient with green eyes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient with glasses</td>
<td>Patient with facial hair</td>
<td>Patient with blue eyes</td>
<td>Patient that brought a book to read</td>
<td>Patient with brown eyes</td>
</tr>
<tr>
<td>Seeing a co-worker escort a patient to exit</td>
<td>Hearing a co-worker ask if there is anything else they can do for the patient</td>
<td><strong>FREE</strong></td>
<td>Patient wearing a blue shirt</td>
<td>Hearing a co-worker ask a patient about family members</td>
</tr>
</tbody>
</table>

---

*UnityPoint Health*
Patient Experience “I Spy”

I Spied...

Please keep a tally for each one. 10 tallies are one entry for the drawing at the end of the week.

- I spied a co-worker demonstrating the 10-5 rule.
- I spied a patient with braces.
- I spied a patient with a tablet.
- I spied a co-worker using Aidet.
- I spied a male patient with a wedding ring.
- I spied a child wearing super hero clothing.
- I spied a patient with blue eyes.
- I spied a patient with blue, pink, or purple hair.
- I spied a patient with a piercing other than ears.
Daisies for patients to brighten their day
UnityPoint Health – Meriter Madison

“We’ll rush orders to hungry new moms; we’ve made burgers at breakfast time, we’ve prepared things that aren’t even on the menu—if we have the ingredients, we try to make it. Being in a hospital can be a stressful situation, so we do whatever we can to go the extra mile for our guests.” — Robert Rouse, Assistant Head Cook, Greenbush Bistro

“...I’m here to make sure our nurses have the training, tools and resources they need to care for and educate their patients. I’m always checking best practices, trying to improve what we’re already doing. As an RN (registered nurse), I loved educating my patients, so to be able to pass that love of teaching along to our clinic nurses and medical assistants has been wonderful. I love coming into work every day.” — Lolly Myrant, Clinical Resource Nurse
UnityPoint Health – Meriter Madison

“Helping people is our main concern. We know that many times people are not here for pleasant reasons, so we want to create a very good first impression. We want to be friendly and greet people. Do anything we can to reduce their anxiety. Let them know that we really care. Moving cars is at the bottom of our list of priorities.” #PXweek — @ UnityPoint Health – Meriter

Ronald Rodriguez
Valet Service Manager

Sunny Dawit
Food Service Attendant,
Food and Nutrition Services

“Even if I don’t know you, if I take care of you, that means I did good things for you, but also for myself. It makes you happy. That’s all I need to know.” #PXweek — @ UnityPoint Health – Meriter
UnityPoint Health – Meriter

Madison

Karen Munt
Emergency Preparedness and Safety Manager

“"You need to have your plans in place. How can you remain resilient during an emergency? When there’s a disaster, the community looks to you [as a hospital] to be that beacon—a lighthouse there saying, “Come in, I’ll take care of you.”” #PXweek — at UnityPoint Health - Meriter.

Andy Spatola
Inventory Analyst,
Hospital Supply Chain Operations

"I think of Supply Chain as the blood of the hospital. We make sure the medical teams have the products and devices they need to care for patients. If we’re ever missing a critical item, I go above-and-beyond to ensure the patient who needs it, gets it. What if it was my family member in that hospital bed? What if it was me? I’d hope someone else would take those extra steps to get that item there as quickly as possible.” #PXweek — at UnityPoint Health - Meriter.

Joshua Lamm
Security Officer

"If we’re called to assist someone, it’s usually not their best day. I’m here to listen, respect them, find out what they need and figure out how I can help.” #PXweek — at UnityPoint Health - Meriter.
UnityPoint Health – St. Luke’s
Cedar Rapids
UnityPoint Health – St. Luke’s Cedar Rapids
UnityPoint Health – Allen Hospital

Waterloo
UnityPoint Health – Trinity Regional, Ft. Dodge

Gifts to recognize associates