Celebrating Patient Experience Week in Our Clinics:

April 24th through 29th was National Patient Experience Week and all across the nation hospitals and clinics were celebrating. Each of our Blank Clinics planned their own celebrations.

Above left, Blank Midwives Clinic swathed in blue and purple with matching Mylar balloons. Their PX Experience Week poster was displayed for their patients to see and the celebration was all week long. The same theme was at the Blank Perinatal Clinic (above right) which also prepared a gorgeous poster to display in their lobby for patient viewing.

Blank Children’s Pediatric Clinic celebrated PX Week by creating a poster that recognized team members for their WOW moments. The team gathered for a photo after their daily huddle. The Pediatric Clinic has been focusing on the patient experience, and during each daily huddle team members review the “52 Week Project”, discussing the weekly topic that enhances PX skills and utilizes best practice principles to improve communication with patients.

From Blank Children’s Gastroenterology Clinic (left): “Here’s a WOW moment – when Lynn was leaving for the day and saw a women in wheelchair in lobby upset. Lynn stopped and asked her if she needed anything. She was a Davita patient and had been waiting for a cab since her dialysis for quite a long time. The lady wanted to go back into Davita to see if in fact they called a cab. Lynn waited to see if cab was coming but Davita’s doors were locked. Lynn asked if she should call someone for her but she had no-one who could pick her up. Lynn asked where she lived and gave the lady a ride home!!”

YOU ROCK
From Blank Children's Pulmonology Clinic (far left): "Being new here, my "WOW" moment has been experiencing the team work and inter-professional collaboration that happens on CF clinic days. AMAZING job everyone! It is very evident that the patients and their family and the #1 priority. I've very excited to be a part of such a close and compassionate team!"

From Blank Pediatric Psychiatry Clinic (immediate left), team photos demonstrate their ongoing commitment to provider WOW experiences for their patients and guests.

From Blank Children's Cancer and Blood Disorders Center: “Dr. Rokes learned sign language. (Few words taught by patient. Made her happy to see her doctor communicating with her.”)

Upper left, Blank Children's Endocrinology Clinic: “Megan went the extra mile(s) to get an injectable med approved to reduce interruption in patient's treatment. “

Upper middle and right: Blank Infusion Center created a very colorful poster. “Jamie tackles every IV that no one else attempts or wants to even try. And she does it with a smile, confidence and compassion!”