HAVE YOU EVER WONDERED HOW THE FOCUSED AWARD WINNER IS SELECTED?

FOCUSED Award Winner Selection Process

1. Nominations are collected each month
2. Names are blocked, then nominations are shared with the Patient Experience Steering Council (removes bias and only provides the story)
3. Steering Council votes on a winner
4. Nominees names are then shared with the Council
5. Nominate mentions are given to other nominees who also received a high number of votes
PATIENT EXPERIENCE WEEK
What is the Patient Experience?

What are our Standards of Performance?

The sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.”
- The Beryl Institute

Developed Standards of Performance
Costed the FOCUSED Award
Initiated Service Line Teams
Led by the Patient Experience Steering Council
Piloted training initiatives
Developed a Service Recovery program
Implemented a Patient Experience Senior Team
Hosted Club Pinnacle Events
Please make these changes come to patients waiting areas

What is our Standard communication format?

FOCUSSED
- FRIENDLY
- OWNER-MINDED
- COMMUNICATIVE
- NURTURED
- SERVICE-ORIENTED
- EMPATHETIC
- DEVoted - RESPECTful

AIDET
- ACKNOWLEDGE
- INTRODUCE
- EXPLAIN
- TELL
- THANK

Have you received someone recently by the FOCUSED doorway?