National Patient Experience Week
Ascension Borgess Hospital
April 22-26, 2019

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The purpose of this presentation is to review the celebratory events coordinated for National Patient Experience Week, April 22-26, 2019 at Ascension Borgess Hospital Kalamazoo, MI.
Activities were coordinated for associates and patients.
Associates were invited to write a poem about what patient experience means to them personally.
Associates were invited to take selfie photos with the key phrases that make our patients feel valued with a drawing for a self-care gift basket.
Walking rounds were conducted throughout the hospital inviting staff to make a personal commitment to improving the patient experience. Photos were taken to develop a slideshow with the theme of *We Are the Champions of PX*
Thank you cards and Godiva chocolates were delivered to staff during the “I Commit” walking rounds.
A PX Word Search contest was developed with a drawing for a Water Street gift card.
Resources from the Beryl Institute (BI) to learn more about PX were on display in the cafeteria for staff including how to become CPXP. Sign-up instruction for a BI account were made available. All associates at Borgess now have unlimited access to BI thanks to the vision and leadership of Barb Mulder, interim CNO for Borgess.
Associates were invited to complete a coloring page from the Beryl Institute with a drawing for 2 free movie tickets.
Cookies were delivered to the In-Patient Nursing floors thanking associates for their dedication to PX.
The We Are The Champions of PX Slideshow and display board was showcased on 4.26.19 at hospital-wide safety huddle and in our café to honor our associates.
All associates were invited to become a PX champion for their department.
Activities were arranged to celebrate our *patients and families* for National Patient Experience Week including a special prayer that was offered each morning.

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<tr>
<th>Day</th>
<th>Event Description</th>
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<tr>
<td>Monday 4/22</td>
<td>Prayer of Healing for All Patients and Family Members at Hospital Safety Huddle</td>
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<td>Tuesday 4/23</td>
<td>Coffee Mug and Thank You Cards for In-Patients</td>
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<td>Wednesday 4/24</td>
<td>Celebratory Meal with Our PFAC Thanks for Helping Us Grow Cards / Flowers</td>
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<td>Thursday 4/25</td>
<td>Crossword Puzzle, Word Search, and Coloring Books Donated to Our Lobby</td>
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<td>Friday 4/26</td>
<td>“I Commit” Slide Show and Visual Display of PX Week Contest Entries</td>
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Our Father in Heaven

We ask your blessing on the coming week in honor of our tremendous associate devoted to caring for the sick and needy. As National Patient Experience week begins, we ask that You guide our thoughts, hands, and hearts to extend Your light to our patients and their family members in the dark times they may face. Send Your holy spirit to comfort those who need it. Envelope us in hope and in the security that Your plan will unfold, and all will be well. Help us to shoulder the many tasks before us that will make our patient’s path to wellness smoother and less daunting. Father, help us to be humble and to take good care of one another knowing that our work is truly Your work entrusted in our willing hands. We thank you for the ability to grow Your kingdom as we live out the Ascension mission and ministry to improve patient experience and outcomes.

In your beloved name we pray “Amen”
Coffee mugs were given to patients at discharge to personally thank them for choosing Borgess for their medical care.
The Person and Family Advisory Council (PFAC) met. All members were given a potted plant and personal thank you for helping us improve patient experience. A PX excellence reflection was presented and our new President and CEO, Peter Bergmann, was introduced to the members to personally express his gratitude for their efforts.
Peter Bergmann, President and CEO for Borgess, demonstrated his passion for improving Patient Experience by including the week long activities in his top 5 things happening at Borgess.
Maureen Chadwick, CNO for Ascension Michigan, rounded at Borgess and shared the Patient Experience resources with all CNOs across the MI ministries. Maureen took the time to personally acknowledge associates for their efforts.
Genuine thanks to all of our associates for providing safe, high-quality care for our patients and family members at Ascension Borgess Hospital.