APRIL 22:
WHAT IS THE UHS PATIENT EXPERIENCE?
- Visit the interactive booth near the hospital cafeteria and share what it means to provide AND receive an exceptional patient experience. A token of appreciation awaits you!

APRIL 23:
OUR FIRST PRINCIPLE:
We provide superior quality patient care.
- Calling all leaders! Review the comments from the patient experience surveys in the Press Ganey database. Bring a comment about superior quality, safety or service to the daily safety huddle and be prepared to read it during the meeting.

APRIL 24:
OUR SECOND PRINCIPLE:
We value each member of our team and all their good work.
- Get your “Golden Tickets” in administration before your daily rounds and distribute them to patients/families during rounds. Completed tickets can be given to staff for their work.

APRIL 25:
OUR THIRD PRINCIPLE:
We are committed to being a highly ethical healthcare provider.
- You are invited to the Patient Experience Lunch and Learn for a review of our patient experience goals, data and how to interpret it. When: Where:

APRIL 26:
OUR FOURTH PRINCIPLE:
We are devoted to serving our local community.
- We will share a our events with the Beryl Institute showing how we create an EXCEPTIONAL PATIENT EXPERIENCE! EVERY PATIENT, EVERY TIME.
PATIENT Experience WEEK

APRIL 22 - APRIL 26, 2019