



# PATIENT EXPERIENCE WEEK

## April 27 – May 1, 2026

As we kick off Patient Experience Week, we want to take a moment to recognize the vital role each of us plays in delivering outstanding care and heartfelt compassion to our patients. This week is a dedicated time to reflect on how we can consistently exceed expectations and ensure every interaction is centered around the needs and comfort of our patients. Together, let's strive to create a truly exceptional experience for everyone who walks through our doors! Thank you for all you do!

### MONDAY

**Compassion Challenge:** Thank every patient for choosing CGH and thank at least 5 colleagues for all they do.

- » Read the education about **bedside shift report**.
- » Send your responses to [Kaitlin.Vandermyde@cghmc.com](mailto:Kaitlin.Vandermyde@cghmc.com) for a chance to win a prize.

### TUESDAY

**Compassion Challenge:** Ask at least one patient, "What can I do to help make this a good experience for you?" Then try to do it. Tell us what they said and what you did. What did you learn?

- » Send your responses to [Kaitlin.Vandermyde@cghmc.com](mailto:Kaitlin.Vandermyde@cghmc.com) for a chance to win a prize.

### WEDNESDAY

**Compassion Challenge:** Go for a walk on your break, invite a co-worker to join you. Take a selfie or group photo on your walk.

- » Email photos (include names of everyone pictured) to [Kaitlin.Vandermyde@cghmc.com](mailto:Kaitlin.Vandermyde@cghmc.com) for a chance to win a prize.

### THURSDAY

**Compassion Challenge:** Start positive – begin your day with a positive affirmation or breathing exercise. Download the Calm app for free, visit Heartbeat for instructions.

- » **Thank you, Thursday** – Send a handwritten thank you note to someone! Showing how much you appreciate someone can make their whole day! Find the template on the Heartbeat.

### FRIDAY

**Compassion Challenge:** Make time to do an activity you enjoy today.

- » After completing all the Compassion Challenges this week, reflect and answer the following questions:
  - » Which challenge did you enjoy the most and why?
  - » Through these challenges, what did you learn?
  - » Which of these challenges would you consider doing on a regular basis?
- » Send your responses to [Kaitlin.Vandermyde@cghmc.com](mailto:Kaitlin.Vandermyde@cghmc.com) for a chance to win a prize.

**Please turn in all responses by 12 p.m. on Monday, May 4, 2026.**