



PATIENT EXPERIENCE WEEK

April 28 – May 2, 2025

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** and complete the discussion questions. Send your responses to: 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.

- » Read the **empathy** education and complete the discussion questions. Send your responses to: 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.

- » **PX Booth of Fun** – Learn more about patient experience at our PX Booth of Fun from 11am–1pm outside the cafeteria. Play games, win prizes, and take selfies with fun props!

THURSDAY

Compassion Challenge: Start positive – begin your day with a positive affirmation.

- » **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.
- » Complete the **communication** education.

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 for a chance to win a prize.

Please turn in all responses by 12 p.m. on Monday, May 5, 2025.