



Patient Experience Week

April 29 – May 3, 2024

Please join us in celebrating this annual event honoring YOU, the healthcare team members who impact the patient experience every day.

Nationally, **Patient Experience (PX) Week** provides a focused time for organizations to celebrate accomplishments, re-energize efforts and honor the people who impact patient experience. Every person at CGH makes an impact on the patient experience, whether in direct patient care or supporting those in direct patient care. From the moment a patient comes through our doors, to the time the patient leaves, **we all have an impact on patient experience.** Thank you for all you do!

Monday, April 29

- **Tell Me Your "Why"!**: Write a short sentence or two about what drives you to be the amazing healthcare warriors that you are. Your responses will remain anonymous and will be shared in a word cloud collage. Open to responses April 29 through May 3 at email: Kaitlin.Vandermyde@cghmc.com for a chance to win a prize. Winners will be announced the following week!
- **Video**: Watch "Carmen's CGH Patient Experience" video on CGH Heartbeat. Answer the questions and email your answers to Kaitlin.Vandermyde@cghmc.com for a chance to win!

Tuesday, April 30

- **Compassion Challenges (at right)**: Complete the whole challenge in one day or do a different challenge each day. After completing all the Compassion Challenges this week, reflect, and answer the following:
 1. Which challenge did you enjoy the most and why?
 2. Through these challenges, what did you learn?
 3. Which of these challenges would you consider doing on a regular basis?
 Email your answers to Kaitlin.Vandermyde@cghmc.com for a chance to win a prize. Winners will be announced the following week!
- **Education**: View/print the **Creating a Culture of Caring** slides on CGH Heartbeat.

Wednesday, May 1

- **Compassion Challenge**: Continue challenges from Tuesday.
- **Patient Experience Booth of Fun!** Learn about Patient Experience at our PX Booth of Fun from **11 am – 1 pm outside the cafeteria**. Play games, win prizes, and take selfies with fun props! And before you leave, don't forget to write down your "why" so we can add it to our collage!
 - **Offsite Clinics**: Download and print the "I Am/We Are the Patient Experience" signs on CGH Heartbeat, take a selfie/group photo, and email to rebecca.green@cghmc.com.
- **Word Search Day!** To be entered into a prize drawing, download the Patient Experience Word Search on CGH Heartbeat, complete and turn in/email to Kaitlin Vandermyde, Quality Improvement or Kaitlin.Vandermyde@cghmc.com.

Thursday, May 2

- **Compassion Challenge**: Continue challenges from Tuesday.
- **Thank You Thursday!** Send a handwritten thank you note to someone! Showing how much you appreciate someone can make their whole day! Download thank you cards on CGH Heartbeat...or use your own!
- **Education**: View/print the **Service Recovery** slides on CGH Heartbeat.
- **Video**: Watch the "Empathy: The Human Connection to Patient Care" video on CGH Heartbeat.

Friday, May 3

- **Compassion Challenge**: Complete challenges from Tuesday.
- **Coloring Fun!** Download and print the Beryl Institute's "I am the Patient Experience" adult coloring page on CGH Heartbeat. Taking a few minutes to color each day can reduce and relieve stress, promote mindfulness, and help you relax.
- **Education**: View/print the **Improving the Patient Experience** slides on CGH Heartbeat.
- **Video**: Watch the "#ToCareIsHuman" video on CGH Heartbeat.

www.heartbeatcgh.com/patientexperience



Compassion Challenge

1. Thank every patient for choosing CGH and thank at least five colleagues for all they do.
2. Ask at least one patient, "What can I do to help make this a good experience for you?" Then try to do it.
3. Recharge: Go for a walk on your break, invite a co-worker to join you.
4. Start Positive: Begin your day with a positive affirmation.
5. Nurture Yourself: Make time to do an activity you enjoy today.



PX Booth of Fun!

Wednesday, May 1
11 am – 1 pm

Outside the Cafeteria

Play games, win prizes and take selfies with fun props!

Thank you for all you do!

Thank You Thursday!
Find the thank you card templates on the CGH Heartbeat...or use your own!

Carmen's CGH Patient Experience

Watch Carmen's Experience on CGH Heartbeat.
Email responses to Kaitlin.Vandermyde@cghmc.com for a chance to win a prize.

On Friday, take time to reflect and recognize many of the improvements that have occurred to create better experiences for our patients over the past year! (Watch your email for a link!) It takes a lot of hard work to create change. Thank you for all you do!