

Carmen's CGH Patient Experience

**Carmen had an excellent patient experience.
We can learn so much from our patients and what they tell us.
Good or bad, they always tell us what is most important to them.
Think about Carmen's video and answer the following:**

- 1. What are some of the recurrent themes that Carmen talks about that positively impacted her experience?**

- 2. Why do you think those things made Carmen's experience positive?**

Now, think about your answers from questions #1 and #2

- 3. Name one of the themes that you feel your department does well and why.**

- 4. Name one thing you learned from this video that you can do to improve patient experience.**

Complete the questions above and return to **Kaitlin Vandermyde, Quality Improvement Specialist, Patient Experience** for a chance to win a prize.
You can also email your answers to ***Kaitlin.Vandermyde@cghmc.com***.

Name: _____

Department/Location: _____

Phone/Extension: _____