

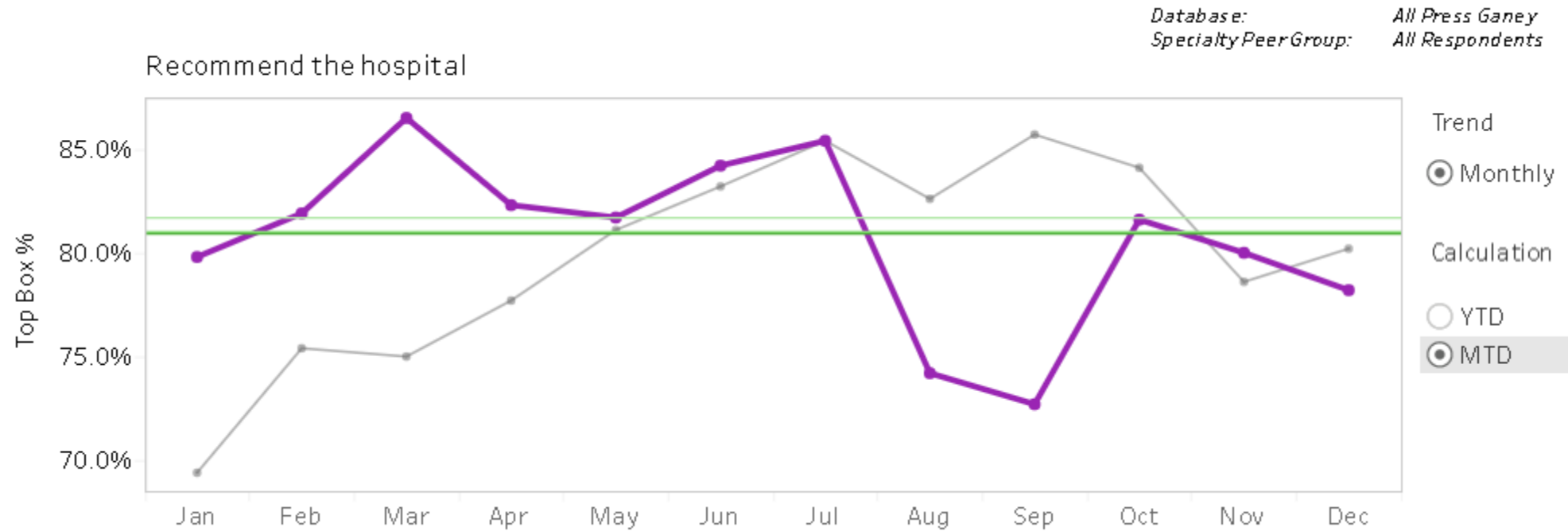
# Patient Experience Report

Quality & Safety Council  
March 17, 2021

Phyllis Vonderheide, MS RN BC  
Senior Director



# HCAHPS – 2020 Recommend Top Box ( Yes Definitely)

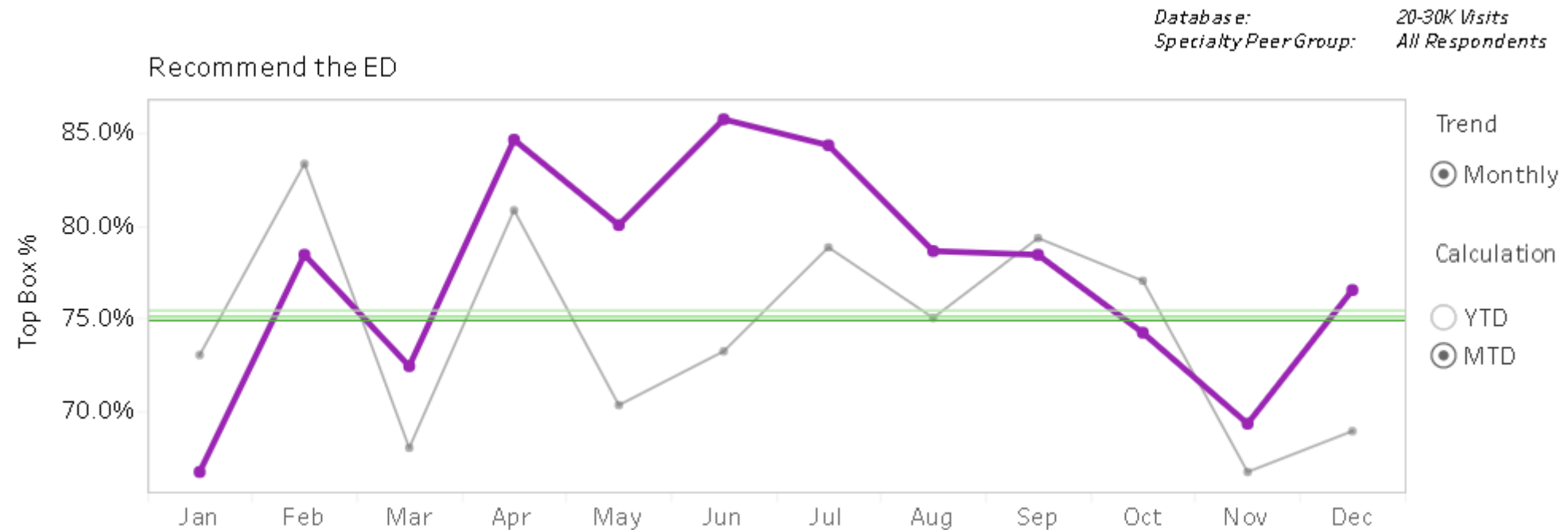


**Purple = 2020 TB**

**Green = Goals**

**Grey = 2019 TB**

# Emergency Department 2020 Recommend Top Box -



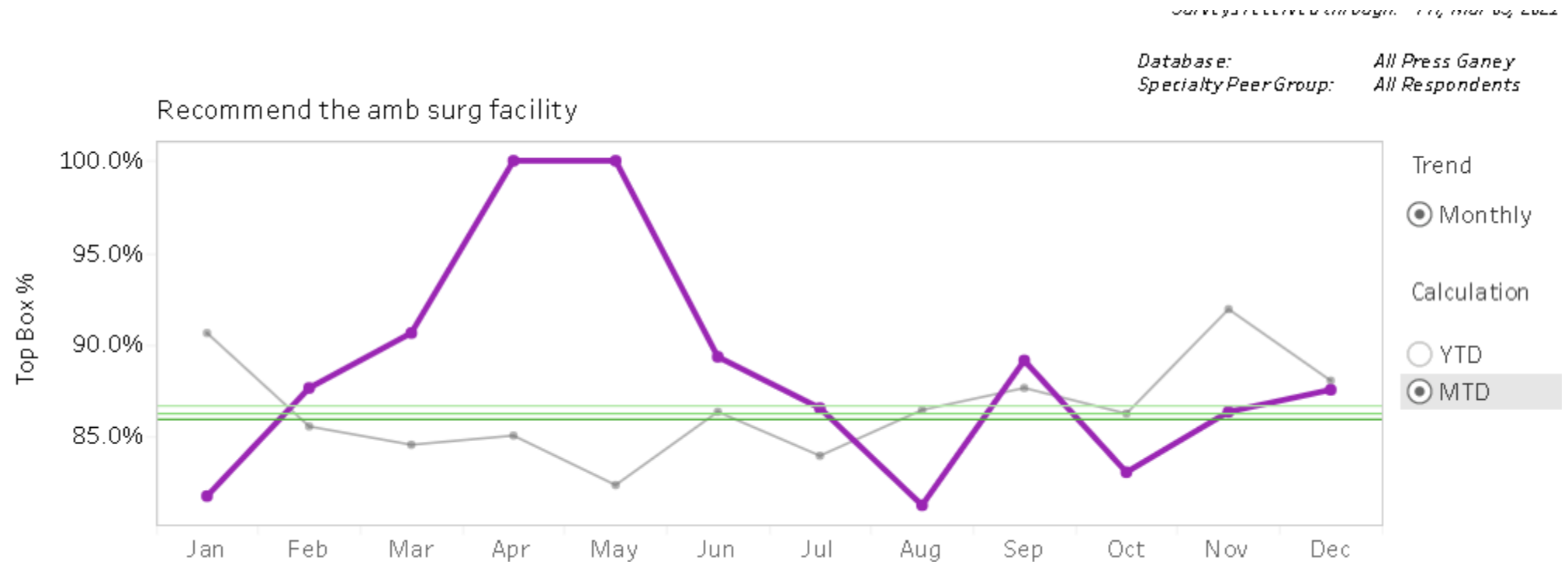
**Purple = 2020 TB**

**Green = Goals**

**Grey = 2019 TB**

# Outpatient Ambulatory Surgery 2020 Recommend TB

## ASU, Interventional Radiology, Pain, Endo, Eye



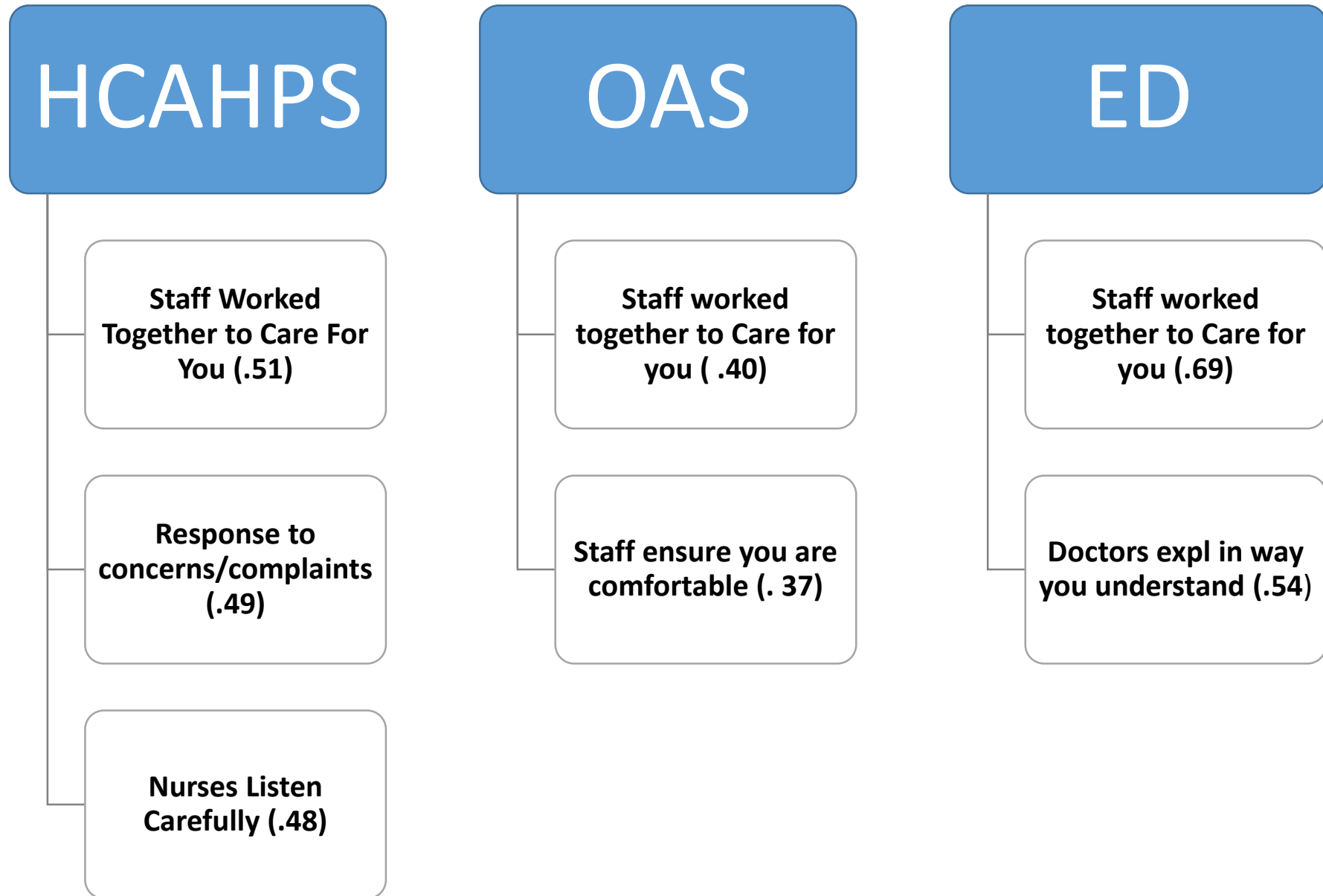
Purple = 2020 TB

Green = Goals

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# Top OFIs per Survey's Priority Index



# Journey to Excellence 2021 – REFOCUS

- Sustainment and Refresh
- Words That Work
- Food Transformation
- Hospitality & Guest Services

Culture of C.A.R.E.

- Team Lavender
- Schwartz Rounds
- EAP
- Employee Engagement

Resilience & Team Support

- Senior Staff
- Nurse Manager
- Interdepartmental
- Rounding on Employees
- CARE Leader Comment

Rounding

- Narrate Your CARE
- PX Storytelling & Best Practices
- Phone Etiquette
- Team STEPPS
- Managing Up

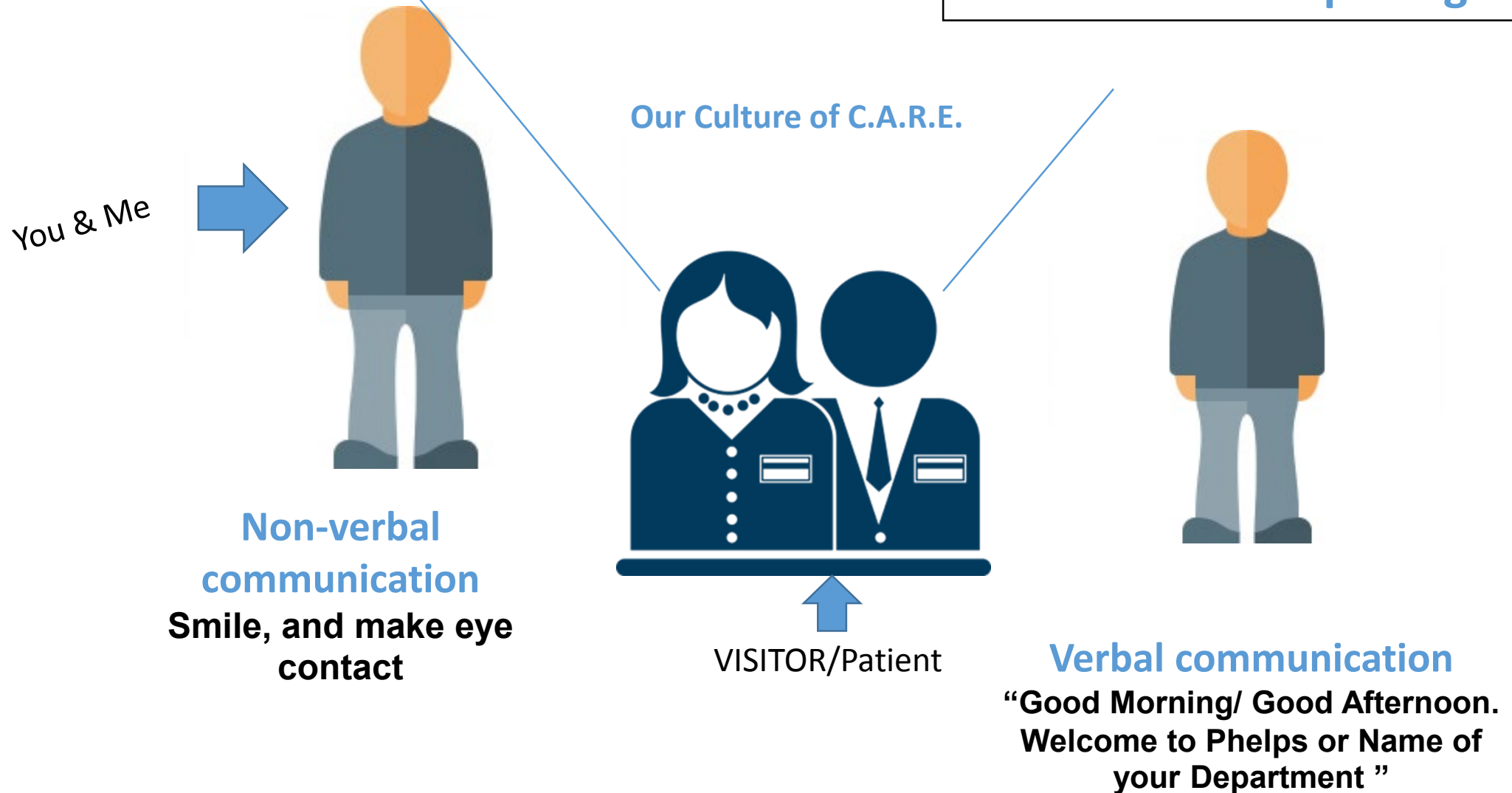
Communication

Identify a 2021 Service Goal

# CONNECTING - First Encounter in Hallways, Public Areas

10 Foot Rule – Non Verbal Acknowledgement

5 Foot Rule – Opening Greeting



Thank you

Questions or Comments ?