



Patient Experience Week 2020, April 27 – May 1

Patient Experience Week is a nationally recognized week designed to celebrate all those who provide excellent patient experience at all levels of the organization. Even though all in-person events were canceled due to the COVID-19 crisis, we are sharing some activities that you can do with your teams in person or through remote meetings.

- Take the Patient Experience Week Challenge (attached below)
- Host a (virtual) breakfast or lunch for your staff to recognize their daily efforts and share stories from the [Patient Story Library](#)
 - Link: <https://medicine.umich.edu/dept/pt-experience/patient-story-library>
- Recognize employees in your areas with the attached “Compassionate Caregiver” certificate.
- Host a (virtual) book/journal/podcast discussion centered on understanding and/or improving the patient experience. Some ideas:
 - Patient Experience Journal: <https://pxjournal.org/journal/>
 - Suggested Books:
 - ***In Shock*** by Rana Awdish
 - ***Inspired to Change: Improving Patient Experience One Story at a Time*** by Linda Larin
 - ***When Breath Becomes Air*** by Paul Kalanithi
 - ***Being Mortal*** by Atul Gawande
 - Podcast from Beryl Institute: <https://www.theberylinstitute.org/page/PXPodcast>
- Share a #HailToTheFrontLine message to recognize colleagues working to care for patients at <https://www.uofmhealth.org/hail-to-the-front-line>

Other resources that celebrate the patient experience every day:

- Recruit patient and family advisors for your Unit Based Committee, Department Committee or ACU advisory committee
 - Link: <https://medicine.umich.edu/dept/pt-experience/get-involved/become-patient-andor-family-advisor>
- Utilize the Go Blue Huddle library to improve employee engagement
 - Link: <https://medicine.umich.edu/dept/pt-experience/faculty-staff/go-blue-huddles>
- Explore the “Creating positive interactions toolkit”
 - Link: <https://medicine.umich.edu/dept/pt-experience/faculty-staff/creating-positive-interactions>

If you choose to do any of these activities, please let us know by patient-experience@med.umich.edu. Include photos of your staff participating in activities when possible.

Patient Experience Week Challenge

While every day at Michigan Medicine should be centered around providing the best care to patients and families, Patient Experience Week recognizes the extraordinary efforts of patients, families, colleagues and professional partners at Michigan Medicine. Celebrate by participating in the following daily acts that build upon the key principles of Patient and Family Centered Care and also support Universal Relationship Skills from the High Reliability Organization (HRO) efforts.

Memorable Monday – Make a Connection - Meet the person behind the condition

Take a moment to ask a patient and/or their loved one something about them. What is something they enjoy doing? What are they concerned/worried about? Provide opportunities for others to ask question.

Take-it-up-a-notch Tuesday

Personalize the experience! Look for opportunities to greet a patient their preferred name and use their preferred pronouns. For more information about preferred pronouns visit the Spectrum Center: <https://spectrumcenter.umich.edu/article/designated-pronouns>

Wow ‘em Wednesday

Wow patients and peers by identifying at least one small thing you will do today to improve the patient and family experience in your area. Communicate the good intentions of your actions.

Thankful Thursday

Tell at least one family, “Thank you for allowing us to care for your loved one,” and thank five colleagues from different areas in the organization for all that they do to support patients and families at Michigan Medicine. And THANK YOU for your commitment to taking care of our patients.

Feel Good Friday

Make “positivity is power” your mantra today. Smile, say “hello” and greet patients, families and colleagues when possible.

Thank you for all you do on behalf of patients and their families – not just this week, but day in and day out. Please share your thoughts and ideas on how Michigan Medicine can continue to improve the patient experience. Email your suggestions to patient-experience@med.umich.edu.



COMPASSIONATE CAREGIVER

THIS CERTIFICATE RECOGNIZES

for displaying empathy, compassion, and care
for patients, families and colleagues.