



9 WAYS TO CELEBRATE PATIENT EXPERIENCE WEEK

There's no better time than **Patient Experience Week** to recognize and re-energize the employees who directly impact patient experience. It's also an opportunity to connect with patients and their families on ways to elevate the patient experience, thereby increasing your patient satisfaction scores and ratings.

What Is Patient Experience Week?

It's an annual celebration of healthcare workers who make an impact on the patient experience. It's the ideal time to reward dedication, inspire team pride, encourage excellence, promote core values, and enhance patient and staff relations.

Why Celebrate Patient Experience Week?

A positive patient experience is vital in healthcare, and each person who interacts with patients and their families affects the patient experience. By participating in Patient Experience Week, you will show your teams that you value their dedication, and encourage their ongoing efforts on behalf of patients.

How Can You Celebrate Patient Experience Week?

Here are 9 great ways to thank employees and promote the importance of a positive patient experience at your facility.

1

Kick the week off with a presentation about the importance of a positive patient experience. Build excitement with a raffle and award gifts at the end.



2

Share positive comments from patients by putting them on cards and distributing these to the praised employees along with a gift card or gift.

3

Create a pop quiz or bingo game about your facility's core values. Award fun prizes to the winners.



4

Write staffers' names on individual slips of paper that are dropped into a basket. Ask each person to draw a name, and then have each person write a nice note to the colleague whose name was drawn.

5

Bring in a personal trainer to lead staff through group sessions of stretching to boost mobility and relaxation. Send everyone off with a new water bottle to encourage hydration.



6

Call a huddle at the start of the shift and say a few words about why each staffer is an important part of the team. Help the team feel and look cohesive with matching shirts.

7

Give employees a much-needed break by bringing in a massage therapist and offering professional 15-minute services such as neck, hand, or foot massages.

8

Set out a basket filled with fun socks with a note encouraging everyone to take a pair and make time to relax and put their feet up.



9

Set up a table near the cafeteria to ask employees, patients, and visitors to write a word or phrase that describes a positive patient experience, and put the words into a large fishbowl. Thank each contributor with a small gift. When enough words are collected, create a word-cloud poster or banner to display as a great reminder for all.