



Patient Experience Week 2022

Monday, April 25

Patient Experience Info Table

6:30 am to 8:30 am

3rd Floor Hillside Entrance

Stop by our table to learn about the Patient Experience team and enter a raffle for a "Coffee (or Tea) Lover's Dream" basket (details in the box to the right).

Tuesday, April 26

PFAC and Clothing Donation Drive Table

12 noon to 2 pm

Outside the Cafeteria

Learn about the Patient and Family Advisory Council and/or drop off clothing donations. You may also drop off your donations in the Chapel anytime during PX Week.

Wednesday, April 27

Special PX Week Edition of Office Hours

12:15 to 12:45 pm

<https://partners.zoom.us/j/87531051621>

Join Patient Experience Leaders for a brief panel discussion followed by an opportunity to ask your PX questions. Panelists will highlight the importance of staff recognition, review strategies for analyzing patient experience data and discuss department improvement initiatives.

Throughout the Week

Check out our "In Their Words" patient comment poster series recognizing our care teams. Also, look out for the launch of "Monthly Patient Experience Spotlights" in our employee newsletter, *Don't Miss a Beat*.

Raffle Prize Details

Stop by one of our tables and enter a raffle for a "Coffee/Tea Lover's Dream" basket, which includes:

- Keurig machine (with storage)
- Two travel mugs
- Starbucks coffee
- Assorted teas
- Chocolate melts
- Vanilla latte candle
- Assorted flavor syrups
- Succulent, coffee block, basket



Patient Experience Department

Our Mission

The Patient Experience (PX) Department is a dedicated team of advocates and facilitators who provide services for staff, patients and loved ones, with the goal of enhancing patient-centered care at Brigham and Women's Faulkner Hospital. To learn more about our work, visit www.BWFH.org/PX.

Our Services Include:



Patient and Family Relations



Patient Experience Program



Interpreter Services



Hospital Ambassador Program



Spiritual Care



Volunteer Services