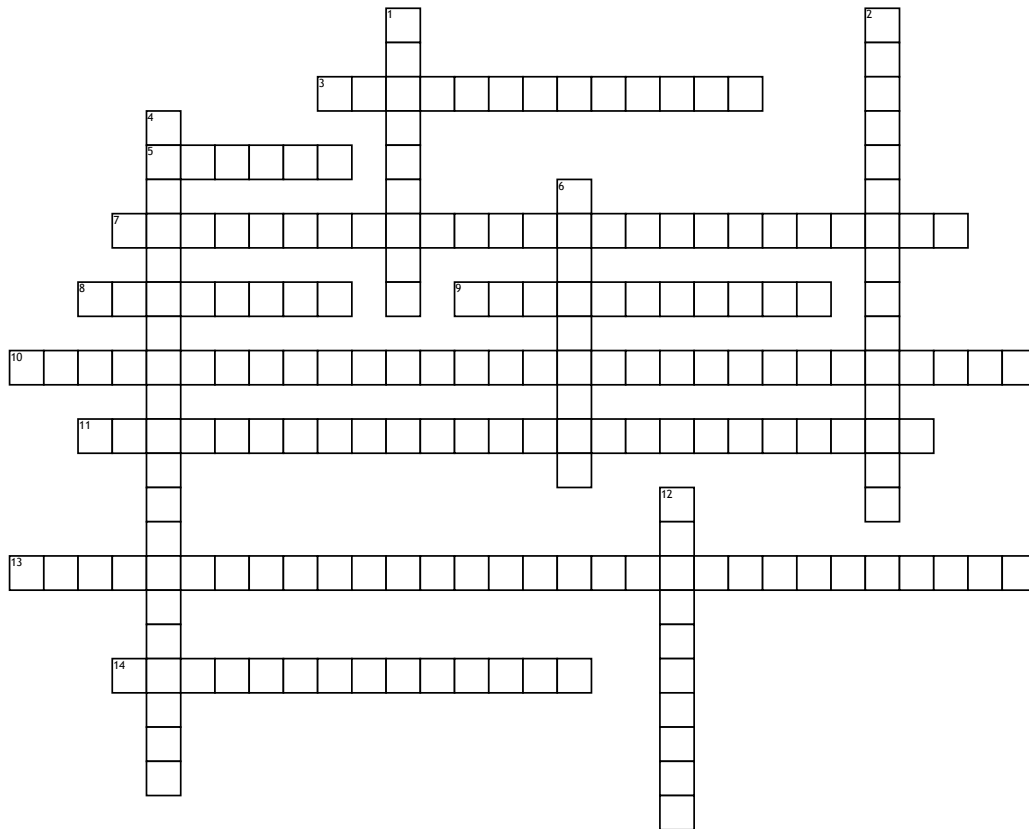


Name: _____

Date: _____

Patient Experience Week



Across

3. A St. Mary's Rewards program; recognition is given to the highest scoring units for the following measures: Staff worked well together and Response to concerns/questions
5. An acronym for Hospital Consumer Assessment of Healthcare Providers and Systems
7. A report that **MUST** be created when a patient or their family member has a concern, compliment or suggestion.
8. The Opportunity for Improvement (OFI) report link is found here. This is where you enter patient concerns, compliments or suggestions.

Word Bank

Patient and Family Experience Team
Service Recovery
HCAHPS
Complaint
Patient Satisfaction Survey

9. Our goal is to ensure our patients an _____ experience.

10. St. Mary's council that is made up of leaders, patients and family members. They work on projects to promote exceptional patient care.

11. This is how patient feedback is collected. Patients receive this in the mail or via email after discharge or an episode of patient care.

13. A group of St. Mary's leaders and employees that analyzes data and creates goals to improve the patient experience

Leader Rounding
Grievance
Press Ganey
Intranet
Patient and Family Advisory Council

14. A term for leaders meeting with patients to discuss their stay so that patient concerns and compliments can be addressed in real time.

Down

1. A patient concern that can easily be resolved prior to the patient being discharged.
2. Efforts utilized to correct a problem and retain customer good will.
4. I am.....
6. A patient concern that can't be easily resolved prior to discharge.
12. The name of the company that provides us with data related to patient feedback.

Simply The Best
Exceptional
The Patient Experience
Opportunity for Improvement