

# Patient Experience Week

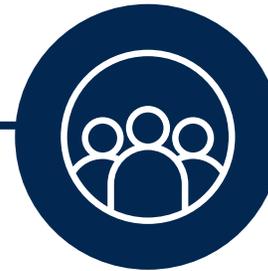
Every moment is a chance to live our values and shape the patient experience — for patients, families, and each other.



## What is Patient Experience (PX)?

Patient experience is how patients feel about the care they receive.

From the moment they begin their journey of care to the time they leave, every interaction shapes how safe, cared for, and respected they feel.



## You Make a Difference — Every Role, Every Day

No matter your role or where you work, you are a vital part of each patient's story. Every interaction — from a warm greeting to the way you communicate and collaborate — helps shape the experience.

**When we lead with kindness, build trust through our actions, and create a sense of inclusion for all, we foster an environment where patients and team members feel safe, valued, and supported.**

## How You Can Make an Impact

**Kindness** – Greet everyone with warmth and a smile. Offer help without being asked. Small acts of compassion can leave a lasting impression.

**Trust** – Be dependable and follow through on what you say. Speak clearly and honestly. Consistent, respectful communication builds confidence in care.

**Inclusion** – Value every person's background, identity, and perspective. Listen without judgment. Make others feel seen, heard, and respected — no matter who they are or where they come from.

