

## Select Your Top Experience Goals

The table below contains a list of experience commitments that providers commonly make to their patients and families. Work in a small group to prioritize your top commitments, and **rank them from one to five**.

If you would like to prioritize commitments that are not currently listed, use the space at the bottom of the page to write your own goals.

I will make sure each patient and family member:	Ranking
Feels welcome	
Receives timely service	
Understands their condition and prognosis	
Has input into their care plan	
Understands their care plan	
Has choices about their lifestyle and environment (e.g., food, bathing time, etc.)	
Trusts and feels understood by staff	
Knows what to expect in our setting of care (e.g., physician presence, therapy hours, etc.)	
Has the opportunity to participate in social and leisure activities	
Is treated in a home-like setting	
Feels equipped to manage their own care post-discharge	

# Activity Two: Create a Patient Experience Action Plan

Commitment: \_\_\_\_\_

Use the space below to think of two to three focus areas (i.e., at admission, or for family members) you want to prioritize for your each commitment. Then, for each focus area, come up with a list of action steps you will take. For each action step, assign an owner at your organization who will be responsible for implementing the strategy, and mark if any additional resources will be required.

Focus area	Strategy	Owner	Additional resources?
Ex. Admission	Each patient is personally greeted at the door	Facility directors rotate responsibility	None required.