Patient, Customer & Employee Experience
Every Moment Matters

New Hire Orientation 2016
Every Moment Matters.
What is the Patient, Customer and Employee Experience?
Patient, Customer and Employee Experience

Office of Patient and Customer Experience

• System wide group focused on improving all satisfaction.
• Who is a customer?
• LEAD Rounding
• Daily Ambassador Rounds
• Culture of C.A.R.E.
• Looking at Patient Advocacy

People Strategy

• Team STEPPS
• Townhalls
• Pulse and Annual Engagement Surveys
• Collaborative Care Councils
• Employee Engagement Council
• Wellness Council
• Diversity & Inclusion Events
So what are we doing here at Glen Cove...

<table>
<thead>
<tr>
<th>ROUNDINGS</th>
<th>TRAININGS &amp; OUTLETS</th>
<th>OTHER ITEMS</th>
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<td><strong>LEAD:</strong> every Friday, 2 hours of patient and employee rounds. Quarterly, we do evenings/night.</td>
<td><strong>Team STEPPS:</strong> monthly class focused on communication on the floors for safety.</td>
<td><strong>Bed Board:</strong> we have daily meetings on all patients to best determine their medical plans.</td>
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<td><strong>Daily Ambassador:</strong> M-F we send managers to two patients to check in.</td>
<td><strong>Culture of C.A.R.E:</strong> Reigniting the passion, focused on empathy and hospitality for entire house.</td>
<td><strong>Piloting Technology:</strong> we will be implementing new technology to trend rounds.</td>
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<td><strong>Hourly Rounding:</strong> unit managers round hourly.</td>
<td><strong>Collaborative Care Councils:</strong> units have CCCs to address concerns real time.</td>
<td><strong>Recognition:</strong> every time a patient mentions an employee. Have Heart comes from written comments. High 5s from verbal comments.</td>
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<td><strong>Press Ganey/HCAHPS:</strong> data reviewed regularly</td>
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If we move together we are more impactful as one unit.
It starts inside, with each one of us. Working to be the best; the best nurse, doctor, caregiver – individual we can be. And as we do, we become the catalyst that transforms something small, into something life-changing. It’s then, that we, individually and collectively, become a True North – a force and a guide that changes the industry from broken to breakthrough.

Power of YOU

Northwell Health
The ‘Power of You.’
Our focus on our employees.

• myNorthwell App
• myWellness Platform
• myRecognition
• Quarterly Townhalls (evening rounds)
• Biweekly Electronic Newsletters
• Employee Activities & Events
• Quarterly Benefits Fairs
• Wellness Committee
• Employee Engagement Council
• Diversity & Inclusion Events
• Pulse & Employee Engagement Surveys
• Clearly communicated goals
• Annual Hall of Accomplishments
• Focus on Recognition
Healthcare needs to get better.

We're here to lead that change. Together.
How do you help?

• Get involved on your unit or within the hospital.
• Use your voice.
• Enable change.
• Enroll in myWellness and download the myNorthwell app.
• Give recognition.
• Remember that Every Moment Matters.
• There is a Power in You!
Thank You