




EXPERIENCE
IS
EVERYTHING

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LEARNING OBJECTIVES

- Characterize the relationship between staff engagement and the patient experience
- Classify the top 10 ways to engage your staff to improve the patient experience
- Incorporate learnings from others' successes and failures with staff engagement and improving the patient experience



INSPIRE



DON'T FIX IT!



LEAD YOUR TROOPS INTO BATTLE

BE HUMBLE

*"Face reality as it is,
not as you want it to be"*

Jack Welch, Former CEO General Electric





BE A GARDENER,
PULL SOME WEEDS



CREATE OPPORTUNITIES




PERFECTION IS THE ENEMY OF GOOD



8

RECOGNITION AND APPRECIATION



9

THE BRAIN NEEDS STIMULATION



10

CULTURE AFFECTS ENVIRONMENT

Thank you!

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