

SOLUTION: Grateful Patient Programs (Patient-to-Employee Recognition)

"Feeling gratitude and not expressing it is like wrapping

a present and not giving it."

--William Arthur Ward



Gratefulness can be expressed any day, in many ways, and from many sources. And, it benefits the giver and the receiver.

In workplaces, we might be fooled into the trap of thinking that showing appreciation to employees is reserved for leaders or peer-to-peer. Yet, gratitude expressed from customers to employees is very impactful... and can be more plentiful.

When you increase the amount of gratefulness in your workplace, this contributes to your efforts to create a positive culture where excellence can flourish. What gets recognized, gets repeated.

The great work of employees is going on all around you and around the clock. Expressing appreciation, therefore, needs to come from many sources - including your customers.

As you likely know, healthcare organizations are responsible to have a system so that patients can lodge a complaint. While a complaint and resolution process is important to have in place, don't miss the opportunity to create a system whereby your patients (and their family members and friends) can relay a compliment for their care.



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SOLUTION: Grateful Patient Programs 1

We encourage the Patient Experience Team to create a method for their patients, visitors, and family members to express their thankfulness.

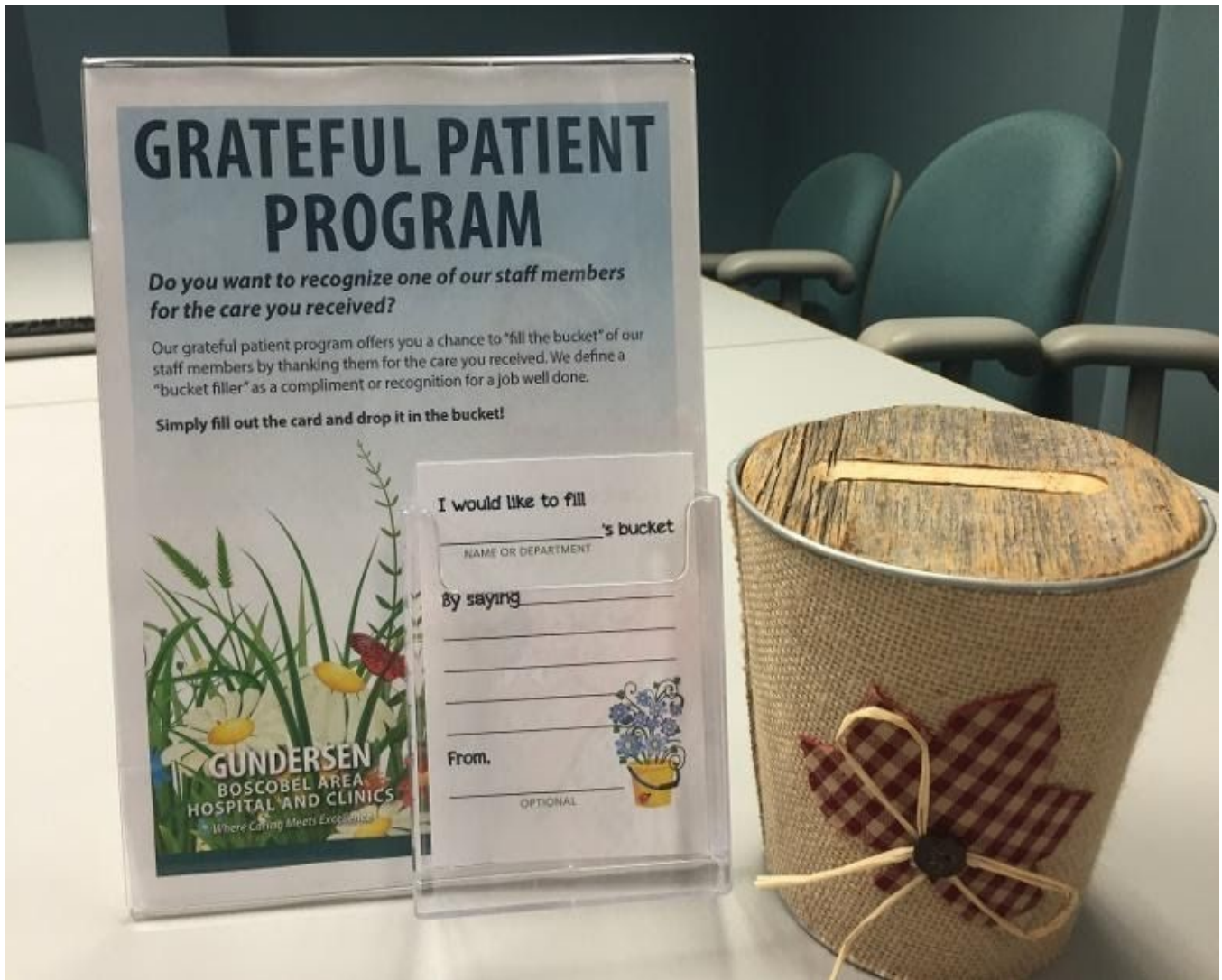
Consider creating an easy way for compliments to make their way to your deserving employees. Maybe you want to CASE (“Copy And Share Everything! – but make it yours and make it better”) this “Grateful Patient Program” idea from Gundersen Boscobel Area Hospital & Clinics.



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SOLUTION: Grateful Patient Programs 2



Other ways to seek out the positivity (and then create a method to share this positivity throughout the organization) that comes from your patients:

- What are the nursing leaders and staff hearing when they conduct Validation Rounding and make Discharge/Post-Visit Phone Calls to Home?
- What are the patients writing in the comment sections of the patient survey?
- Does your organization receive cards, emails, and letters from patients and families?



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SOLUTION: Grateful Patient Programs 3

Here is another community-minded idea for receiving positive feedback from your community “Pop By & Give Thanks” (Schoolcraft Memorial Hospital):



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SOLUTION: Grateful Patient Programs 4



Pop By & Give Thanks

Wednesday, November 16th

Pick up a thank you card for an employee and the Community Staff Relations Committee will deliver your card by November 22nd.

PLEASE WRITE THE PERSON'S NAME AND DEPARTMENT ON THE OUTSIDE OF THE ENVELOPE.



you're the best ...

THX *many thanks*

..... GRAZIE

THANK YOU

danke **MERCI**

so thoughtful

YOU ROCK **GRATEFUL** thanks a MILLION

.. you're swell

FREE POPCORN

FROM SMH & MEDICAL CARE FACILITY WILL BE AVAILABLE TO ANYONE WHO DROPS OFF THEIR CARD BETWEEN **11:30am—1:30pm** **Wednesday, November 16th**

Event brought to you by Community Staff Relations Committee



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