

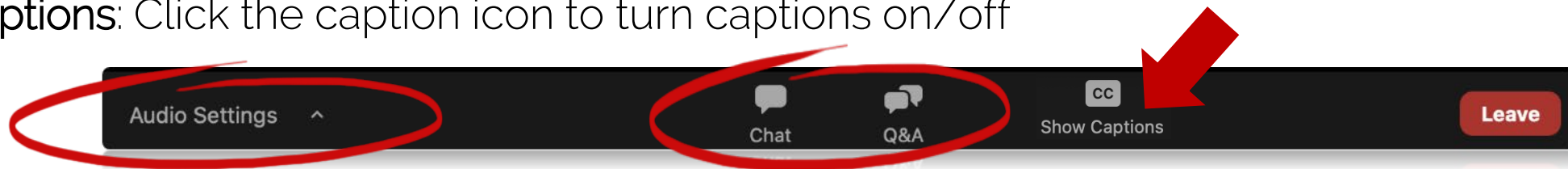
Using Gratitude to Elevate the Human Experience

September 5, 2024



Housekeeping

- All participants are muted.
- **Audio Settings:** ability to select your speakers and adjust your volume.
- **Chat:** for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose '**Everyone**' in the dropdown in the chat box.
- **Q&A:** for submitting questions to review at the end of the webinar
- **Captions:** Click the caption icon to turn captions on/off



- Receive follow up email tomorrow with webinar slides, recording and link to survey.

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- This webinar is approved for 1 PXE.
- To obtain patient experience continuing education credit, participants must attend the webinar in its entirety and complete the webinar survey within 30 days.
- The speakers do not have a relevant financial, professional, or personal relationship with a commercial interest producing health care goods/services related to this educational activity.
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This webinar is eligible for 1 patient experience continuing education (PXE) credit. Participants interested in receiving PXEs must complete the program survey within 30 days of attending the webinar. Participants can claim PXEs and print out PXE certificates through Patient Experience Institute. As recorded webinar, it offers PXE for two (2) years from the live broadcast date.



Our Speakers



Tracey Benson

Service Excellence Specialist

Southcoast Health



Yinka Oluwole, CPXP

Executive Director, Service
Excellence & Patient Experience

Southcoast Health



+ Using Gratitude to Elevate the Human Experience

Yinka Oluwole, CPXP | Executive Director, Service Excellence & Patient Experience

Tracey Benson | Service Excellence Specialist, , Service Excellence & Patient Experience



Disclosures

We have no relevant financial relationships to disclose, and we do not intend to discuss off-label/investigative use of a commercial interest drug/product/device.



Learning Objectives



Align rewards and recognition to performance metrics and service behaviors.



Nurture a culture of ownership and accountability across the health system.

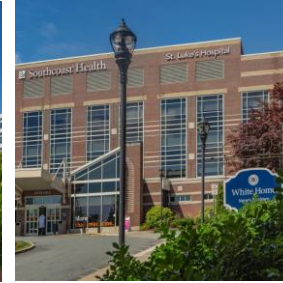


Recognize and delight our caregivers for providing exceptional service and care.



About Southcoast Health

- + Founded in 1996 through merger of three hospitals
- + Largest employer in the South Coast, 7,500+ employees



Serving

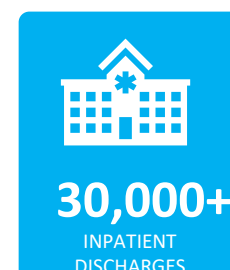


Providing



About Southcoast Health at a Glance

At a glance



1 Visiting Nurses Association





At Southcoast Health, we deliver More every day. We pursue our Mission with passion while we fulfill our Promise to our patients, community and colleagues. We do all of this as a team, with a shared Vision guided by our core Values, because we genuinely care about you, your health, your wellness and your quality of life.

Our Promise to Our Patients & Our Community

Exceptional Care from People Who Care.

Our Mission

Provide clinical excellence and a uniquely caring experience to every life we touch.

Our Vision

Be bold. Be the best.

Be the leader in delivering exceptional, accessible, and convenient care and service.

Our Promise to Our Employees & Each Other

The strength of Southcoast Health comes from our people. As a united team of caregivers, we fulfill our promise to "deliver exceptional care from people who care".

We are welcoming, inclusive and treat all individuals with respect, dignity, and integrity.

We passionately nurture the well-being of our community, and we are dedicated to professional and personal development in pursuit of excellence.

At Southcoast Health we are all caregivers. We are **More than medicine.**

Our Values

I am proud to be Southcoast!

- I establish trusting partnerships with patients, their families, and my colleagues to create meaningful, long-lasting relationships.
- I am empowered to confidently make decisions and create an exceptional experience for everyone.
- I proactively and genuinely Smile, Really listen, Stay a step ahead, Walk in their shoes and Show TLC with patients, their families and my colleagues.
- I see challenges as opportunities, and take ownership of identifying and executing solutions.
- I am an important, contributing member of a team that is caring, respectful, dedicated and inclusive.
- I maintain a growth mindset and continuously embrace opportunities to learn and develop.
- I add value and make a positive difference each day.

I choose to be **More than medicine!**



The Southcoast Health Gratitude Report

The Gratitude Report is a part of our Grateful Patient Program, utilizing positive feedback, comments, and stories from patients to honor caregivers who exemplify our values and service behaviors.



The Gratitude Report is a quarterly publication that features the names of caregivers recognized by patients and is distributed throughout our health system every three months.





The Southcoast Health Gratitude Report



“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

— Maya Angelou



The Enhanced Model of More

Service Behaviors



SMILE



REALLY LISTEN



STAY A STEP AHEAD



WALK IN THEIR SHOES



SHOW TLC



Our Promise

Exceptional Care from People Who Care.



Vision

Be bold. Be the best.

Be the leader in delivering exceptional, accessible, and convenient care and service.

At Southcoast Health, we do **More** every day to fulfill our Promise Embracing the “**Model of More**,” underscores our commitment to enriching lives beyond medicine.

At Southcoast Health we are all caregivers.

We are More than medicine!



gratitude

[gradə t(y)ood]

noun

the quality of being thankful;
readiness to show appreciation
for and to return kindness.

Using The Voice of the Patient

Exceptional Care from People Who Care.



The Voice of the Patient

Exceptional Care from People Who Care.



These caregivers embody what it means to be More than medicine.

“

Hannah went over all my test results with me. She is **very compassionate** and **knowledgeable**. I **would recommend** her to anyone.

“

Lisa is always right on top of any issues I present with. **She listens carefully** and is **always empathetic**. She notices my improvements and it's clear that she **genuinely cares about me** and my wellbeing. I feel fortunate to have her as one of my providers

REAL PATIENT COMMENTS



The Voice of the Patient

Exceptional Care from People Who Care.




“

What gets measured gets done,
What gets measured and fed back
gets done well,
What gets rewarded gets repeated”

I choose to be More than medicine.

- John E. Jones





How does your Health System use positive patient and family feedback ?



The Journey to Excellence – Sharing Compliments

Making Recognition Systemwide

Wow Moments/Stories were typically shared within the individual care settings or departments.

Process Improvement

Our initial attempt didn't quite hit the mark.

What's in it for Me (WIIFM)

During PX Week 2023 we introduced the Service Behavior Charms



The Southcoast Way

The Southcoast Health Gratitude Report – Service Behavior Charms



SMILE



REALLY LISTEN



STAY A STEP AHEAD



WALK IN THEIR SHOES



SHOW TLC

Comments aligned to Service Behaviors

After each visit, our patients receive a Patient Satisfaction Survey. The survey allows patients to provide us with any and all feedback, comments, stories, and the opportunity to recognize those who did More! The names listed on this report have all been mentioned in a survey comment from January-March. We thank you for providing More than medicine as YOU have earned our patients trust when handling their care.



Service Center: Stephanie Zaccheus

"My son was scheduled for a procedure today and the only reason he was able to receive that today instead of rescheduling was the outstanding work from Stephanie. She **went above and beyond advocating for a patient with the insurance company.** She was in **constant communication with myself and the insurance company** waiting for an approval... Stephanie's professionalism and confidence was customer service I've never seen!"



St. Luke's Hospital's Interventional Radiology: Brett Quick

"Brett Q. and the rest of the team were exceptional. They went above and beyond to **listen to my concerns, explain what would and was happening** and put me at ease when I was anxious. I was extremely nervous coming into my procedure today and I could not have asked for a better team."



Swansea Laboratory: Elizabeth Read

"They **introduced themselves** and were so **personable.** Her name was Liz and she was a ray of sunshine. Made it a great experience."



Borden Medical: Thelma Carreiro

"...All the staff are courteous and friendly. My MA, Thelma, **treated me with respect** and has the best smile..."



St. Luke's Hospital Public Safety: Sarah Rainville

"Sarah came to assist us with getting the patient situated with SI precautions and several of the nurses and CNAs who were dealing with the situation all agreed how great she handled everything. Sarah was professional, **calm, kind, and compassionate...**"

Gratitude Reports

The Gratitude Report

FY24 QUARTER 1

After each visit, our patients receive a Patient Satisfaction Survey. The survey allows patients to provide us with any and all feedback, comments, stories, and the opportunity to recognize those who did More! The names listed on this report have all been mentioned in a survey comment from October-December. We thank you for providing More than medicine as YOU have earned our patients trust when handling their care.

Tobey Hospital's Radiology Department – John Mirotta

"X-ray technician, John was pleasant, professional, explained the procedure and took the time to listen and write down the reason I was getting my x-ray."

Patient Financial Services – Michelle Medeiros

"I'm so thankful for all the help I got at the Hospital. Sometimes filling out insurance papers can be so overwhelming. Everyone in the office were sweet and so helpful. Michelle went above my expectations and she was amazing. Thank you St. Luke's for offering this service and thank you to the staff for helping!"

Fall River Cardiology – Ashley Oliveira, Ariel Rodrigues Grant

"Ariel who checked us in was absolutely amazing. Very warm and friendly greeting and very professional. She was a joy to chat with during our check in. She made check in a breeze with a smile. Our nurse Ashley was Excellent! She was super nice and made us feel comfortable from the start. Very helpful and caring! Always a great experience with her every time we have an appointment."

Charlton Memorial Hospital's Emergency Department – Anna Pacheco

"I was in the ED for approximately 6 hours and the entire time I was there, every single patient was treated with respect, kindness and courtesy."

St. Luke's Hospital's Pediatrics Unit – Kimberly Pizzi, Jenna Michaud

"We ended up getting admitted overnight, in which Kim and Jenna were the nurses and they helped me remain calm and created a welcoming experience. I was SO happy with our visit to the Pediatric Department. I hope it's my last, but knowing the staff there makes me feel less anxious if I were to ever return."

Southcoast Health

FY24 1st Quarter The Gratitude Report

Behavioral Health

Dartmouth

Cory Costa
Lori Cabral

Portsmouth

Mary Dina*

Swansea

Karen Lacey*

Westport

Kelsey Oklowitz*

Business Center

Service Center

Brandy Peraza*

Carla Sims*

Elaine Boulter*

May Desrosiers*

Cardiology

Cardiac Pulmonary Rehab.

Martha Pacheco

Cardiology - Fairhaven

Darlene Gaudet

Hayley Bissonnette

Janelle Bretal

Cardiology - Middletown

Adam Lee

Christina Couer-Wulff

Jessica Rheaume*

Cardiology - North

Dartmouth

Courtney Johnson

Teresa Littlell

Cardiology - Providence

Joanne Doyon*

Cardiology - Rosebrook

Christina Furtado*

Shanti Conzola

Truistdale Cardiology

Alyson Awardje

Truistdale Cardiovascular

Imaging

Antia Johnson

Ashleigh Vargas

Colin Plaud

Dorina White

Lindsay Gamache

Lucy Pimentel*

MacKenzie Desa*

Manuela Carmelo

Meissa Moniz

Charlton Memorial

Hospital

Administration- Nursing

Ana Joseaume*

Arrhythmia Clinic

Donna Cabral

Atwood 2 Unit

Amanda Desousa

Bonnie Sage

Jessica Pisey*

Jill Dos Reis

Joshua Enos

Kimberly Page

Michelle Richard

Rachel Chutkan*

Atwood 3 Unit

Ashley Furtado

Bryan Cleary

Haley Renner

Heather Ealy

Kristen Medeiros

Madeline Su

Maria Medeiros

Maria Neto

Tina Morin

Atwood 4 Unit

Cyrah Botelho

Kelsey Pavao

Atwood 5 Unit

Diane Depoite

Marisa Beauxais

Echo

Andrew Bernardo

Derek Postas

EGX

Caitlin McCann*

Jessica Medeiros

Kaylyn DeBarros

Leslie Ellwood*

Norma Medeiros

Emergency Department

Alexandra Debonis

Alexis Plante

Alicia Robinson

Amanda Lussier

Anna Pacheco

Charlotte Sanford*

Deborah Clark

Diane Correa

Emily Darosa

Jennifer Gudmundsson*

Jessica Dodge

Kelly Matos

Kristin Domin*

Lauren Beardley

Melissa Cutler

Monica Basse

Patricia Faria*

Rachel Manuets

Rose Bonanca

Santiago Abrill Zegarar

Sergio Silva

Sharon Susman

Sophiamum Try

Stefanie Lawrence

Tania Wigley

Tyler Smith

Intensive Care / Critical Care

Unit

Debra Ashworth

Erin Teceno

Kajla Magalhães-Costa

Madeleine Lee

Natasha Teixeira

Rebecca Boros

Labor & Delivery / Family

Center Unit

Erica Burton

Jessica Theobald

Kaitlyn Lopes

Kim Vieira

Melanie Meares

Melissa Duclos

Nicole Hayford

Patricia Amaral

Rosanna Roberto

Laboratory

Alex Gomez*

Deborah Resendes*

Donna Carling

Jacqueline Furtado*

Manuela Medeiros

Nuclear Medicine

Teri Therberg*

Thomas Hughes

Wayne Fries*

Nutritional Services

Maria Dos Santos*

OP Infusion Clinic

Jennifer Armando

Kristy Charet

Periopertative Services

Claudia Bussiere

Radiology

Amanda Karpierz

Brian Levesque*

Candy Carney*

Cristina Raposa

Christine Bahara*

Christine Cabral

David Frazier

Elizabeth McGuire

Ellen Bettencourt

Gregory Newcomb

Jennifer Deschenes

Joanna Williams

Jorge Castro

Katherine Garcia

Laura Melly*

Lillian McIntire

Lisette Jensen*

Maria Benoit*

Maribel Lopez*

Marino Solitto

Mario Lopes

Raymond Ouellette

Rebecca Darosa

Ranee Morris

Sabrina Wong

Suzanne Clark

Southeast Rehab

Aida Amaral

Ana Carvalho

April Conrad

Danielle Giarusso

Jessica Amorin

Kacie Desousa

Karen Madena

Louides Adhamar

MacKenzie Vieira

Melissa Goncalves

Shawn Amuda

Zenaida Tavares Dossantos

Transport

Heidi Mohamed* - charm

received

Reuben Ramaglia*

Wound Care

Becky Custodio

Catherine Holland

Jaime Banister

Lynda Pacheco

Lynda Rendek

Louise Gunnen

Susan Cabral

Susan Jessa

Vanessa Platt

The Gratitude Report

FY24 QUARTER 1

The Gratitude Report

FY23 QUARTER 3

The Gratitude Report

FY23 QUARTER 4



FY24 2nd Quarter **The Gratitude Report**

Caregivers Getting Charmed

* – Names that have been mentioned more than once.

Behavioral Health

Dartmouth Site

Carlota Duarte-Carvalho

Portsmouth Site

Mary Dana*

Swansea Site

Karen Lacey

Westport Site

Kelsey Okolowitz

Megan O'Brien*

Business Center

Care Management

Kimberly Aldrich*

Nicole Cairrao*

Health Information Management

Kristy Pimental*

Service Center

Bryen Lima*

Jayrica Perry*

Stephanie Zaccheus*

Tiffany Dozois*

Cardiology

Cardiac Pulmonary Rehab.

Denise Gregoire

Kurt Simon

Truesdale Cardiovascular Imaging

James Zurek*

Jill Kelly*

Lindsey Gamache

Lynn Berthiaume

Mackenzie Desa

Melissa Moniz*

Charlton Memorial Hospital

Arrhythmia Clinic

Cheryl Levesque

Tianna DeMedeiros

Atwood 2 Telemetry Unit

Ashley Teasdale

Jamie Paiva

Rachel Chuckran

Talia Roos

Atwood 3 Unit

Cassandra Pelletier

Elisabeth Ferreira

Kristen Medeiros

Marissa Cordeiro

Sandra Caceres*

Atwood 4 Unit

Kent Whitford

Michael Mahoney

Rachel Rose*

Renee Labree-Pacheco

Rose Lewis

Stefanie Lawrence

Theresa Coogan

Labor & Delivery / Family Center Unit

Karin Moniz

Kim Sammis

Leann Teodoro

Lori Pay*

Melissa Milhomens

Stephanie Stanton

Susana Ciulla-Monteiro*

Tara Botelho

Laboratory

Amanda Benevides

Anastasia Macmaster

Melissa Demelo

Moran 3 Unit

Ana Medeiros

Elizabeth Donahue

Jennifer Parks

Karen Pavao

Sarah Bulhoes

Theresa Ferreira*

Tracy Richards

Victoria Ioannidis

Radiology

Allison Brunelle*

Brian Levesque*

Candy Carney

Christine Bshara

David Frazier

Diane Ferreira

Elizabeth Bianchini

Hannah Dupont*

Jamie Vargas

Joanna Williams

Jorge Castro*

Lianna Bernier

Lily McIntire*

Lindsay Zaleski

Lisette Jensen*

Maribel Lopez

Marino Solitro

Nancy Zuber*

Olivia Costa*

Raymond Ouellette

Rebecca Darosa*

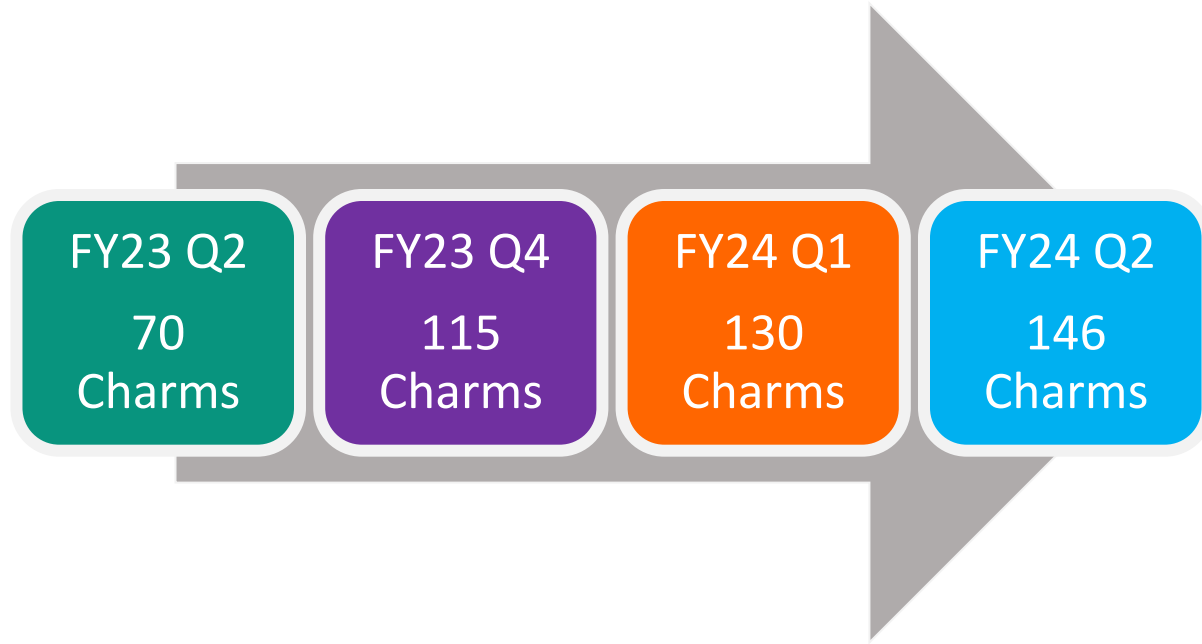
Renee Morris

The Southcoast Health Badge Charms





A “Charm-ing” Evolution



Going “Charm-ing”



 Southcoast® Health



Going “Charm-ing”



 Southcoast[®] Health



Going “Charm-ing”



 Southcoast® Health



The After Glow of “Charm-ing”

- + A Caregiver in the Emergency Department took a Picture and sent it to her mom.
- + The Pharmacy Manager was so happy that one of his staff was mentioned he did not realize that his team were on survey comments.
- + The Public Safety team were surprised that patients mentioned them by name they thought most comments about them were negative.



Nurturing A Culture Of Ownership And Accountability.

+ **Building Trust:**

When people feel appreciated, they are more likely to trust their colleagues and leaders, which enhances collaboration and accountability.

+ **Strengthening Relationships:**

When leaders' express gratitude with specific examples, it illustrates appreciation. This recognition fosters a sense of ownership—caregivers feel valued and connected to the organization.

+ **Encouraging a Positive Work Environment:**

A culture of gratitude creates a positive and supportive work environment. This positivity can lead to higher job satisfaction and a greater sense of responsibility towards one's work and the organization.



Gratitude & Pathway to Excellence Program

Gratitude Fosters

- + Positive Work Environment
- + Empowerment and Engagement
- + Staff Retention and Satisfaction
- + Safety and Quality



A positive work environment leads to staff satisfaction & enhances nursing excellence and patient outcomes.

Next Steps – Providers Making an Impact



 Southcoast Health

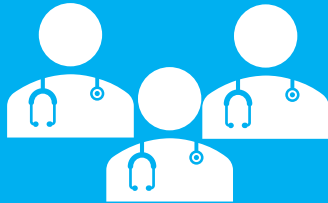
Providers with a Rating of Provider Score of 100

Recognizing our Providers from the Southcoast Physicians Group (SPG) that do *More*.

Next Steps – Providers Making an Impact

 Southcoast[®] Health

Providers with a Rating of Provider Score of 100

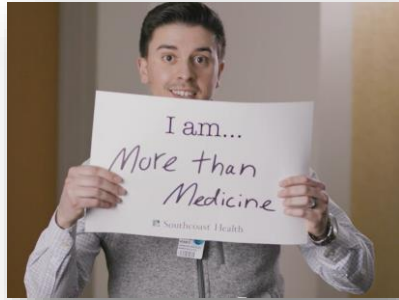


Monthly
Recognition



Rolling 3 Months
Recognition

Key Takeaways



Gratitude -



Transforms The Patient Experience:

Caregivers look forward to coming to work because they feel valued. Job satisfaction and collaboration soar. eel appreciated, their performance soars. Gratitude reinforces their sense of purpose and validates their efforts.



Boosts Employee Performance and Motivation:

When caregivers feel appreciated, their performance soars. Gratitude reinforces their sense of purpose and validates their efforts.



Enhances Well-Being and Reduces Stress:

Grateful caregivers experience improved well-being. They're more resilient, less stressed, and better equipped to handle challenges.

Questions



At Southcoast Health we are all caregivers.
We are More than medicine!



Questions?

Please submit your questions using the Q&A icon.

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Upcoming Events & Programs

WEBINARS

September 12 | A More Human Way to Listen, Understand, and Improve

September 17 | Headliner - New Ways to Care *presented by Maureen Bisognano*

September 24 | Applying Equity, Diversity, and Inclusion in Co-design with Patient Experience Partners

October 1 | Ownership at the Frontline: Innovating an Experience Champions Program

CONNECTION CALLS/CHATS

September 11 | Patient Advocacy Community Connection Call: Disruptive Behavior Response Plan

September 20 | PX Chat on PFA/PFACS: Sustaining/Growing

September 27 | PX Connect Live – Wayfinding



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Thank You

