

Patient and Workplace Experience Advisory Teams

December 2011



A partnership of North Memorial and Fairview

Patient and Workplace Experience Advisory Teams

- **P.E.A.T.**

- The Patient Experience Advisory Team (P.E.A.T.) is an initiative at Maple Grove that seeks to create the best experience for every single patient and family. This is a unique opportunity to see the impact that every individual has directly on the patient and family.

- **W.E.A.T.**

- The Workplace Experience Advisory Team (W.E.A.T.) is an initiative at Maple Grove that seeks to cultivate a welcome and open workplace. This is a unique opportunity for employees to be advocates for a workplace that values their input and dedication to, *together, delivering healthcare as it ought to be.*

- Through teamwork, we hope to celebrate successes, identify opportunities for improvement, and continue a culture that fosters exceptional patient centered care with engaged and supportive staff. Each team meets monthly.
- Further, both teams will support and look to root work in the guiding principles of Maple Grove Hospital: Respect, Accountability, Communication, Teamwork, and Pride.

Workplace Experience Advisory Teams (WEAT)



Workplace Experience Advisory Team Areas of Focus

- Recognition Committee
 - Maple Leaf Awards
 - Spirit of Maple Grove Video Recognitions
- Community Service
 - Farmers Market
 - National Night Out
 - Blood Drive
 - Be The Match: Bone Marrow Donor Registry
- Culture/Fun Committee
 - Pumpkin Painting
 - Chili Cook-Off
 - Holiday Boutique

Patient Experience Advisory Teams (PEAT)

Areas of Focus

- Communication Frameworks
 - AIDET and Take 5
 - Strong communication with patients, families, and with peers
- RUC Campaign
 - How Can I Make You More Comfortable?
 - Partner with Comfort Committee
- Storytelling at Maple Grove
 - Patient/Family and Employee Cards
 - Our Promise... Storytelling on Website
- Responsiveness of Hospital Staff
 - White Board Communication/Hourly Rounding
 - Using Vocera Technology



Patient Experience Advisory Team

- If you would like to attend one of our PEAT meetings, or have questions about PEAT and WEAT, please email info@maplegrovehospital.org for more information!

Mailing Address:

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