

Patient Experience:

Catholic Health: The right way to care



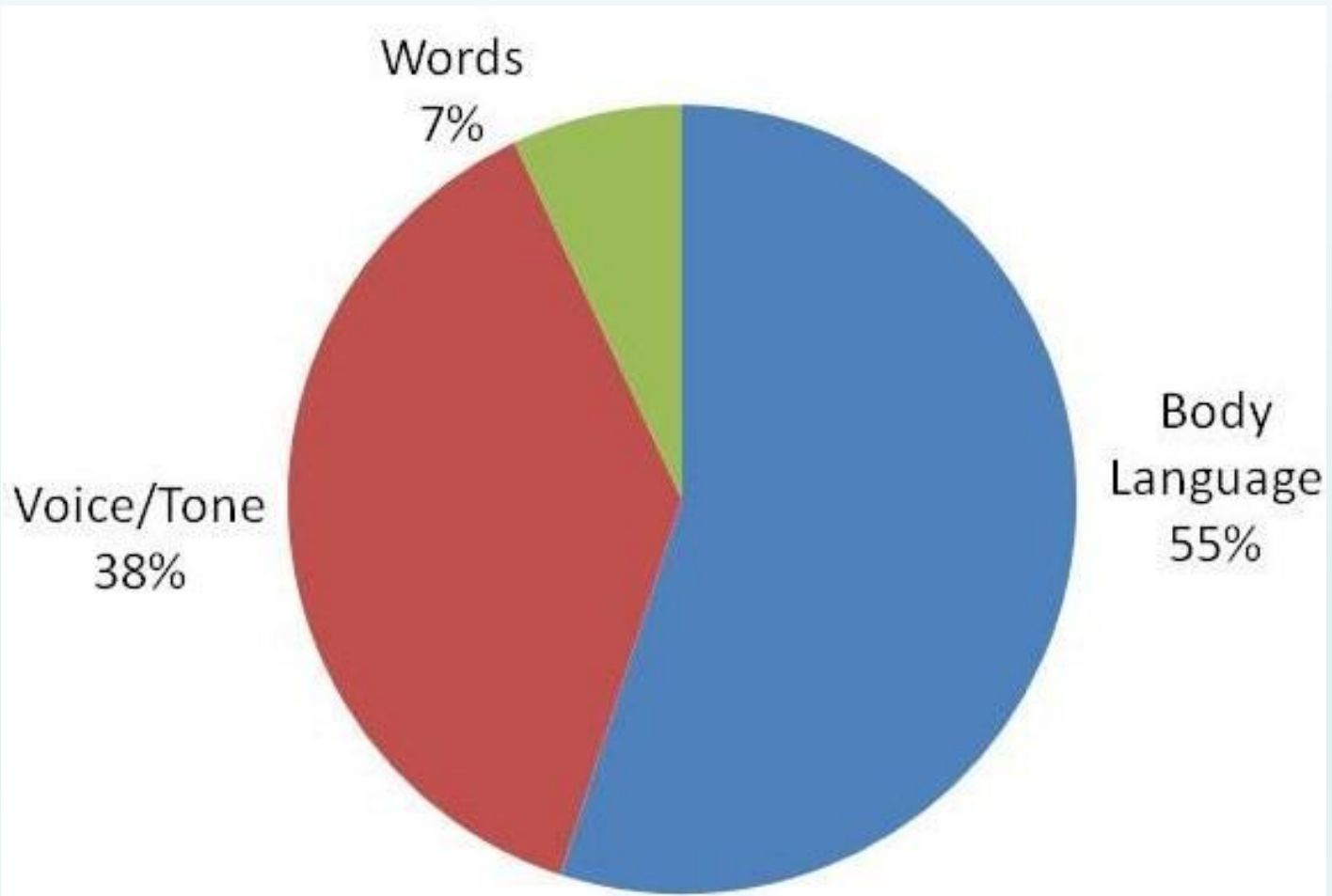
Goal:

- Every person at Catholic Health receives care with kindness and compassion

The Foundation of Caring:

1. Communication
2. On Stage/Off Stage
3. 10/5 Rule
4. No Pass Zone

Communication



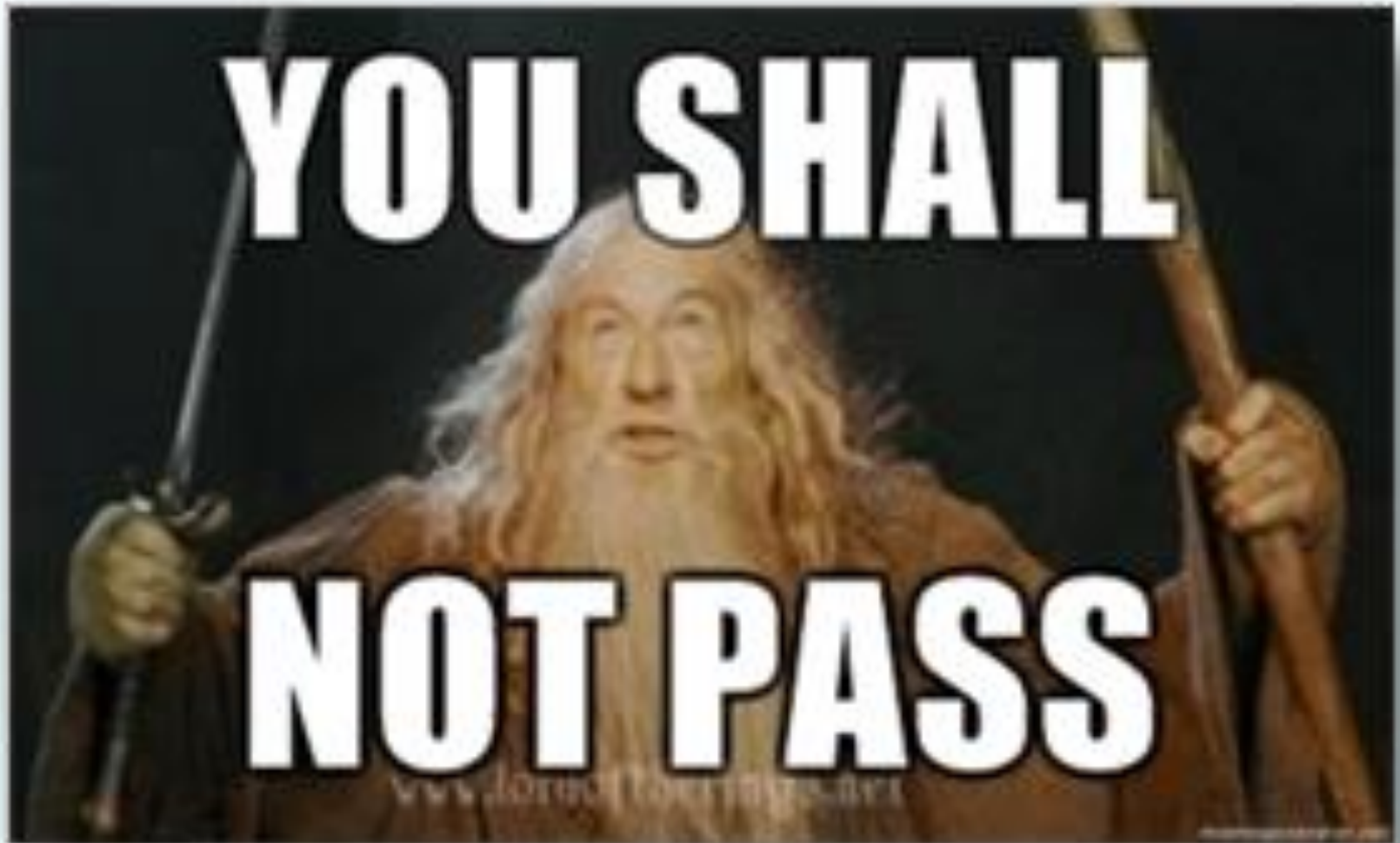
On Stage/Off Stage



10/5 Rule



No Pass Zone



Challenge Yourself:

1. Make a difference every day!
2. How can *I* make a difference today?