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| --- |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

CELEBRATE PATIENT EXPERIENCE WEEK

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| K | C | B | I | T | I | V | Y | T | E | I | X | N | A | D | E | S | A | E | R | C | E | D | W |
| I | F | E | M | S | P | N | E | H | F | L | F | Z | O | J | Y | K | W | R | X | K | E | D | G |
| D | N | A | P | Z | X | S | P | V | Z | P | I | A | C | D | E | G | T | W | Z | V | U | Y | V |
| C | O | M | P | L | I | A | N | C | E | F | I | M | P | O | C | T | D | Q | R | C | Q | T | T |
| L | W | M | A | M | Q | X | V | Z | B | F | F | W | S | S | O | H | E | L | L | O | H | E | O |
| D | A | D | O | E | O | X | Z | J | C | A | E | V | N | Z | N | X | C | G | M | C | B | F | M |
| D | V | R | D | U | A | R | G | Q | R | O | J | O | B | J | T | L | O | V | A | A | R | A | I |
| Q | P | B | D | Z | W | C | S | D | M | K | I | W | Z | U | A | X | M | H | D | R | E | S | R |
| T | T | J | P | G | N | J | K | J | H | T | C | N | I | E | C | S | M | U | Q | I | L | U | N |
| W | H | N | Z | E | N | O | A | N | A | T | G | N | C | A | T | O | U | N | Y | N | A | B | M |
| H | G | A | E | Z | A | V | I | T | O | E | C | I | V | V | X | O | N | O | D | G | T | O | A |
| K | R | I | T | M | I | C | C | T | X | W | V | J | I | C | I | Z | I | I | I | L | I | M | N |
| X | O | D | Z | C | E | E | C | P | A | R | L | D | I | R | F | T | C | T | U | X | O | Y | A |
| J | I | E | O | B | P | V | E | O | E | T | E | E | F | T | Z | X | A | A | T | O | N | V | G |
| O | V | T | R | X | W | R | O | S | U | D | U | Q | D | S | E | G | T | N | V | E | S | T | E |
| U | A | R | E | S | I | R | R | R | U | N | K | P | J | G | V | H | I | A | N | C | H | Q | U |
| R | H | G | Z | E | G | A | D | R | P | F | T | U | E | I | E | W | O | L | C | U | I | R | P |
| N | E | D | N | Y | T | E | A | W | K | M | F | A | Q | R | A | M | N | P | G | D | P | B | Y |
| E | B | C | G | S | Q | T | U | Q | Y | A | I | A | B | U | I | P | Z | X | E | O | S | M | W |
| Y | E | H | P | S | I | E | I | A | I | F | L | D | P | I | F | W | D | E | E | R | C | P | I |
| Y | N | M | P | O | A | T | R | R | T | R | G | Y | F | G | L | M | L | L | X | T | A | H | O |
| H | Y | M | N | O | Z | Q | M | T | L | O | Y | A | L | T | Y | I | K | W | I | N | D | V | T |
| C | Q | K | N | O | I | T | P | E | C | R | E | P | O | X | M | S | T | A | A | I | P | P | X |
| K | C | S | I | T | E | A | M | W | O | R | K | B | T | U | C | U | O | Y | K | N | A | H | T |

   ACCOUNTABILITY       ACKNOWLEDGE       AIDET       BEHAVIOR       CARING       COMMUNICATION       COMPLIANCE       DECREASED ANXIETY       DURATION       EXPECTATIONS       EXPERIENCE       EXPLANATION       EYE CONTACT       HELLO       IMPROVEMENT       INTRODUCE       JOURNEY       LOYALTY       MANAGE UP       PERCEPTION       PROMISE       RELATIONSHIPS       REPUTATION       SAFETY       SMILE       STAR SERVICE       TEAMWORK       THANK YOU