****Facilitation Guide

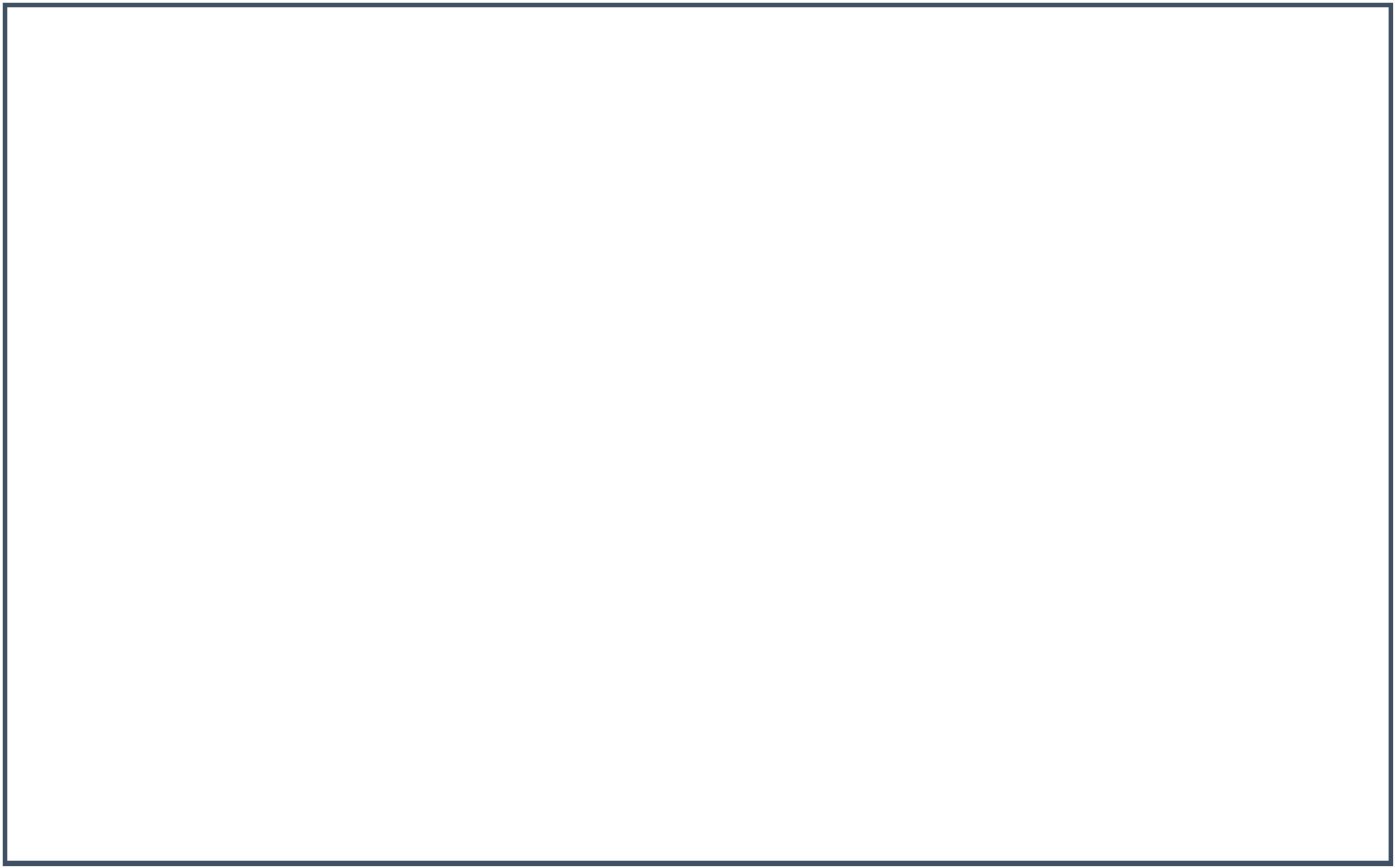
This guide will help you facilitate a staff meeting during which a former patient shares their experience receiving care at your organization.

Estimated session duration: 45 minutes

1. **Set the stage.**
   1. Introduce speaker
   2. Describe purpose of session: to help staff better understand what it’s like to receive care at your organization, and to uncover ways the patient experience can be improved
2. **Disarm staff.**
   1. Explain that the goal is to learn from the speaker and improve practice
   2. Assure staff that no one is under attack, and you are not looking to assign blame
3. **Ask the guest speaker to present for 10-15 minutes.**
   1. Ask the speaker to share their experience as a patient. The speaker should share their story from admission to discharge. Ask the speaker to include:
      * Why they were admitted
      * What it was like to be a patient
4. **Encourage open dialogue during Q and A session.**
   1. Encourage back-and-forth between staff and speaker. To kick off the conversation, ask the speaker:
      * What surprised you most about your stay?
      * What will you remember?
5. **Thank the guest speaker for sharing their time and experience and escort them to the door. Explain that the next part of the session is for your staff to reflect on the speaker’s story.**

Source: Nursing Executive Center, *Enhancing the Patient*

*Experience,* Washington, DC: Advisory Board, 2012.

1. **Discuss the patient’s story with staff.**
   1. Topics of discussion
      * What surprised you?
      * How do you feel personally about the experience this speaker shared?
      * In the patient experience the guest speaker shared, what went well? How could we help ensure this happens again in the future?
      * What went wrong—or at least, could have gone better? How could we prevent similar events in the future?
   2. If possible, link the patient’s story, discussion and/or improvement efforts to key unit or organizational goals (for example, if the former patient discussed how a fall alarm was annoying—but kept her from falling—remind staff of the unit’s current fall rate)
2. **Wrap up session.**
   1. Thank staff for attending the meeting
   2. Stick around after the session to answer any questions or provide one-on-one feedback and education