



Patient Experience Week Virtual Open House

Who We Are

The Patient Experience Team at Southcoast Health works as a liaison between the patients, hospitals and physicians to address compliments, concerns, and feedback. We are here to assist patients and families to ensure that their experience with Southcoast Health is a consistent and superior one.

At Southcoast Health we value and welcome patient feedback. It's an essential component to continuously improving quality of care, patient safety and overall service to the patients and families we have the honor of serving.

In addition, we provide resources and data; identify and support sustainable best practices; and collaborate with a variety of departments to ensure the consistent delivery of exceptional care and service. [Learn more](#)

Fun Facts about our Team

We are excited to collaborate with the caregivers across the system to celebrate a week dedicated to the exceptional care you provide our patients and families that rely on us for care each day.

This week find fun ways to celebrate each other and take some time to connect by learning something new about the colleagues you work with.

The Service Excellence & Patient Experience team also joined in the fun by sharing fun facts about our team. ([Link](#))



Building a culture of excellence: Service Behaviors & Model of More

Regardless of your job, you can deliver More than medicine. We all play an important role in creating an exceptional patient experience. By learning and consistently following the five service behaviors and modeling our Southcoast Health Values, you will be doing your part to deliver More than medicine to patients and families.

Our Values ([link](#))

What we do

Survey Patients through More Listening

Patients are active participants in health care, comparing quality, service and cost. We understand that they are looking for the highest quality of care, superior customer service, compassion, courtesy and respect. We want them to receive exceptional care and service from Southcoast Health. To learn more about their experience, we partner with [NRC Health](#) to conduct patient surveys for all our service areas. Based on their feedback, we work closely with leaders across the system to identify opportunities and work together on process improvement.

Southcoast Health Patient & Family Advisory Council

Our team works with the Southcoast Health Hospital's [Patient & Family Advisory Council \(PFAC\)](#). The PFAC's goal is to act as a "consumer advisory group" and serve as a link between Southcoast Health Hospitals and the communities we serve. The PFAC seeks to provide a voice for patients and families about the way in which care is delivered and to discuss concerns about care, quality and access.



Compliments/ Complaints/ Grievances

Our team works as a liaison between the patients, hospitals and physicians to address compliments, concerns, and feedback. We are here to assist patients and families to ensure that their experience with Southcoast Health is a consistent and superior one.

Patients and families can contact us with feedback about their experience.

Gratitude Report & Service Excellence Award

After each visit with us, patients will receive a Patient Satisfaction Survey from NRC Health. The survey allows patients to provide us any and all feedback, comments, stories and the opportunity to recognize our caregivers that embody what it means to be More than medicine.

Gratitude Report

[The Gratitude Report](#) lists the names of employees who were mentioned in patient surveys. This report is shared across the system.

Service Excellence Award

This is awarded based on patient feedback. [The Service Excellence Award](#) is a monthly recognition of a team or department across the system that has created an exceptional experience by embodying our service behaviors.

Committees

1. The Provider Appeals Committee
2. The Southcoast Physicians Group & Southcoast Hospitals Group Service Recovery Committees
3. Southcoast Ambassador



Patient Experience Fun Facts

Olayinka (Yinka) Oluwole

Executive Director, Service Excellence & Patient Experience

The 4 places I have lived have all started with the letter N.

Nigeria
New York
New Jersey
New Bedford/New England



Patricia (Trish) Wollner

Manager, Service Excellence & Patient Experience

I am a bit of an adrenaline junkie! Becoming PADI certified and completing a solo accelerated freefall skydive are two of my most exciting moments. I am always seeking out the next adventure.





Melissa Svay

Patient Service & Experience Specialist

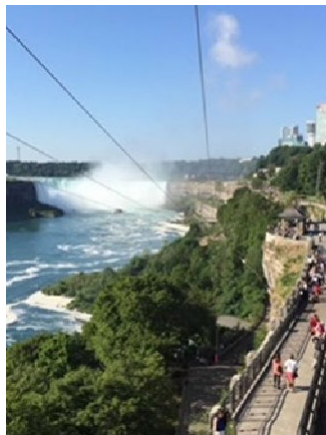
I am the only one out of my five siblings born at Charlton Memorial Hospital. Being of Cambodian decent, I am also the only one with an American name, which was given to me by my labor and delivery nurse!



Rachael Hart

Patient Service & Experience Specialist

I have had the same best friend since I was 5 years old. We shared the same classes in elementary school, junior high school, high school, and even our first year of college!



Tracey Benson

Service Excellence Specialist

I enjoy taking fun road trips with my family. One highlight was “Zip Lining to the Falls” in Niagara Falls, Canada.



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