Creating a "WOW" Patient Experience is essential in reducing harm, improving care, and providing positive patient, family, and staff satisfaction. Engagement of the healthcare team and inclusion of bedside staff creates partnerships and accountability for both compliance and evidence-based improvements and best practices.

**IMPLEMENTATION**

Hand Hygiene and Patient Identification "Hands & Bands" bundles were put into practice simultaneously through interdisciplinary participation and three vital behaviors including 200% accountability and recognition for compliance. Service Excellence bundle centered on "Best Practices" related to HCAHPS specifically in the areas of Nursing for the following categories:
- Nurse Communication
- Nurse Responsiveness
- Hospital environment
- Nurse addressed pain
- Nurse provided discharge information.

Patient Outcomes bundle included Nurse-sensitive metrics and hospital acquired infection bundles.
1. Large pocket sized Slim Jim cards were immediately adopted providing a easy reference to allow enculturation into daily practice.
2. Introduction of "Slim Jim" material took place at a variety of venues and at all levels of nursing leadership.
3. Processes were configured for use in both inpatient and outpatient areas as appropriate.
4. Continuity was established for distribution, display, utilization, and access in all locations.

**EVALUATION**

Through Nursing leadership rounding on units and discussions with direct care staff, nurses and other bedside caregivers understand and articulate their impact in trending, and how consistent use of references provides confidence in achieving positive outcomes.

**RESULTS**

Staff engagement is evaluated with safety and quality focused questions on surveys.

**IMPLICATIONS for PRACTICE**

Through the creation and adoption of useful reference tools that incorporate evidence-based practice, staff are able to improve patient outcomes and reduce harm. Partnering with the interdisciplinary team for all initiatives increases awareness and decrease communication breakdown.