



Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

1. Healthcare is not an individual sport

Team Huddle Question: What silo(s) have we built in our department or within the hospital? How might that negatively affect our patients/internal customers? What can we do today to begin integrating our teams to give better care?

Research:

Merlino J. Teamwork. Association for Patient Experience Blog. <http://www.patient-experience.org/Resources/Blogs/Chief-Experience-Officer/Blogs/July-2013/Teamwork.aspx>. Published July 29, 2013. Accessed May 13, 2015. Story used with permission.