



## Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

### 30 It's Up to You and Me

**Team Huddle Question:** We've reached the end of our eLearning program. There are two final questions to discuss:

- (1) What is one thing you would like our team to continue doing to improve our patients experience?
- (2) What is your personal action plan going forward to continue enriching your job?

### Research:

Gawande A. Cowboys and pit crews. *The New Yorker*. May 26, 2011.  
<http://www.newyorker.com/news/news-desk/cowboys-and-pit-crews>. Accessed May 13 2015.