WORKSHOP SUMMARY SHEET

**TITLE:** NYULMC Transport: Creating an Ideal Experience

**LEADER:** Peter Aguilar, Senior Administrative Director Building Services Department; Gabriel Garcia, Transporter/Mentor; Jose Gonzalez, Transporter/Mentor; Joe Mraz, Associate Director of Building Services; Edwardo Roker, Supervisor, Patient Transport/BSD

**SUMMARY:** Performance Improvement efforts impact Patient Transport. NYLMC shares the necessary tools to improve the patient experience and providing world class customer service, ultimately leading to improved patient satisfaction.

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**THE CONTENT OF THIS WORKSHOP WILL FOCUS ON:**

- Improving Staff/Resident/Patient Satisfaction & Improving Quality

**THE MOST SIGNIFICANT ROLE LABOR-MANAGEMENT COLLABORATION CAN PLAY IN SUPPORTING THIS WORK IS:**

- Labor and Management working together can identify the ways to address concerns/issues related to the patient experience and develop, implement and monitor solutions.

**THIS INITIATIVE/ INFORMATION WILL AID YOUR FACILITY IN THE CHANGING HEALTH CARE ENVIRONMENT BY:**

- Scripting the patient transport experience.
- Developing and implementing a “Mentor program” to provide peer to peer training and make the workforce a part of the solution.
- Developing a Patient Transport Brochure
- Empowering the employees to take “ownership” in sculpting the face of world class customer service.

**THE THREE MOST IMPORTANT IDEAS OR LESSONS TO BE SHARED WITH OTHERS ABOUT THIS INITIATIVE:**

1) Developing better scripting tools.
2) Focusing on staff interaction with patients, encompassing caring, compassion, safety, and information.
3) Advantages of engaging focus groups comprised of both labor and management.