

C-I-CARE Patient Experience

# TRIVIA CHALLENGE

2016 C-I-CARE Patient Experience Week



c.i.care

# THE RULES

- The questions will be displayed and read aloud, followed by multiple choice answers
- The first team to buzz gets to answer the question
  - If correct, that team gets one point
  - If incorrect, the other teams get to answer
- The first team to 10 points wins the round
- **Have fun!**

Which part of C-I-CARE describes the practice of “calling others by their preferred name”?

A. Communicate

B. Courtesy

C. Connect

D. Captivate

Correct Answer: C - Connect

What is the name of our official patient satisfaction surveying vendor?

- A. Survey Monkey
- B. Press Ganey
- C. Advisory Board
- D. None of the Above

Correct Answer: B – Press Ganey

When was C-I-CARE introduced  
at Stanford Health Care?

A. 2001

B. 2005

C. 2011

D. 2013

Correct Answer: C – 2011

Who is responsible for offering service recovery when things don't go as well as we'd hoped?

- A. Managers
- B. Executive Team
- C. Patients and Families
- D. Everyone

Correct Answer: D – Everyone

“Seeing with the eyes of another, listening with the ears of another, and feeling with the heart of another”. What is this called?

- A. Empathy
- B. Friendliness
- C. Service Recovery
- D. Clinical Care

Correct Answer: A – Empathy

When is 500P (the new part of Stanford Hospital) expected to open for patient care?

A. 2016

B. 2018

C. 2020

D. 2025

Correct Answer: B – 2018



What does the “A” in C-I-CARE stand for?

- A. Anticipate
- B. Alternate
- C. Awesome
- D. Ask

Correct Answer: D – Ask

What patient satisfaction percentile rank score is Stanford Health Care striving for?

- A. 10<sup>th</sup> percentile
- B. 50<sup>th</sup> percentile
- C. 80<sup>th</sup> percentile
- D. 90<sup>th</sup> percentile

Correct Answer: D – 90<sup>th</sup> Percentile (or higher!)

# Who said this?

“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

- A. Henry Kaiser
- B. Leland Stanford
- C. Mother Teresa
- D. Maya Angelou

**Correct Answer: D – Maya Angelou**

# What are the steps to offering service recovery?

- A. Escalate to a manager
- B. Say sorry and go onto the next task
- C. Apologize, Listen, Respond with Empathy, Follow-up
- D. None of the above

**Correct Answer: C – Apologize, Listen, Respond with Empathy, Follow-up**

What percentage of patients said compassionate care is very important to medical treatment and can make a life or death difference?

A. 0%

B. 50%

C. 80%

D. 100%

Correct Answer: D – 100%

# What is Stanford's Mission?

- A. To care, to educate, to discover
- B. To bring science to the bedside
- C. To build innovative hospitals
- D. To C-I-CARE

**Correct Answer: A – To care, to educate, to discover**

Which part of C-I-CARE describes the practice of “offering details about what will come next and ask if there’s anything else you can do”?

A. Introduce

B. Exit

C. Connect

D. Empathy

Correct Answer: B – Exit

What does a “Top Box” score mean, as related to patient satisfaction measurement?

- A. Percentage of patients scoring “5-Very Good”
- B. Highest possible percentile rank
- C. Scores are satisfactory
- D. All of the above

Correct Answer: A – Percentage of patients scoring “5-Very Good”



What is the red bag called that includes amenities that can be offered to patients and families when appropriate?

- A. Recognition Pack
- B. Service Recovery Toolkit
- C. The Red Bag
- D. There's no such thing

**Correct Answer: B – Service Recovery Toolkit**

Which organization defines patient experience as, “The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care”?

- A. American Hospital Association (AHA)
- B. The Beryl Institute
- C. Centers for Medicare and Medicaid Services (CMS)
- D. Cleveland Clinic

**Correct Answer: B – The Beryl Institute**

## What is Stanford Health Care's Vision?

- A. Healing Humanity, through science and compassion, one patient at a time.
- B. To care, to educate, to discover
- C. C-I-CARE
- D. None of the Above

Correct Answer: A – Healing Humanity through science and compassion, one patient at a time

What happens when care teams are able to express compassion for patients, families and each other?

- A. Higher Job Satisfaction
- B. Less Stress, Less Sick Calls
- C. Great Sense of Team Work
- D. All of the Above

**Correct Answer: D – All of the Above**

How many languages does Stanford Health Care's Interpreter Services translate?

- A. 50
- B. 125
- C. Over 200
- D. Over 500

Correct Answer: C – Over 200

What does the “I” in C-I-CARE stand for?

- A. Isolation
- B. Introduce
- C. Independent
- D. Incredible

Correct Answer: B – Introduce

What is our new CEO's name?

A. Davis Greenland

B. David Entwistle

C. Don Harrison

D. Duke Engle

Correct Answer: B – David Entwistle

What is a Priority Index, related to patient satisfaction surveying and analysis?

- A. Stanford Health Care's Strategy
- B. Important Care Notes
- C. The Emergency Department Patient List
- D. Survey questions that are highly correlated with "Likelihood to Recommend" and have the greatest opportunity for improvement

**Correct Answer: D – Highly correlated survey questions focused on improvement of LTR**



What does the acronym “C-I-CARE” stand for?

- A. Cool, Incredible, Courageous, Awesome, Rad, Excellent
- B. Communicate, Introduce, Capture, Assure, Respond, Exit
- C. Connect, Introduce, Communicate, Ask, Respond, Exit
- D. See I Care

**Correct Answer: C – Connect, Introduce, Communicate, Ask, Respond, Exit**

Who is the team of experts that can assist in responding to and documentation of patient and family complaints and grievances?

- A. Human Resources
- B. IT
- C. Patient Relations Team
- D. Facilities Services Response Center

**Correct Answer: C – Patient Relations Team**

Kindness offered to patients has been found to have outcomes such as...

- A. Faster healing and shorter hospital stays
- B. Reduction in pain
- C. Reduction in blood pressure and anxiety
- D. All of the Above

**Correct Answer: D – All of the Above**

Where can a patient find quick and easy access to their health information, messaging with their care team, and appointment requests?

- A. Hospital Front Information Desk
- B. Epic
- C. MyHealth
- D. None of the Above

Correct Answer: C – MyHealth

Which part of C-I-CARE describes the practice of “answering the other person’s questions or concerns, anticipate their needs, and follow-up promptly”?

- A. Introduce
- B. Respond
- C. Teamwork
- D. Connect

Correct Answer: B – Respond

What is the patient satisfaction metric called that is a proportion of mean scores in a distribution of scores more or less than it?

- A. Percentile Rank
- B. Top Box
- C. Likelihood to Recommend
- D. Great Service

Correct Answer: A – Percentile Rank

Compassion can be described as having....

- A. Friendliness
- B. Empathy
- C. Awareness, Emotion, and Action
- D. Good Deeds

Correct Answer: C – Awareness, Emotion, Action

How many of Stanford Health Care's faculty have won Nobel Prizes?

A. 20

B. 7

C. 3

D. 15

Correct Answer: B – 7



Patient and Family Experience includes the following....

- A. Medical Care
- B. Environment
- C. Communication
- D. All of the Above

**Correct Answer: D – All of the Above**

What percent of CMS reimbursement is tied to Patient Satisfaction (as measured by HCAHPS)?

A. 10%

B. 15%

C. 30%

D. 50%

Correct Answer: C – 30%

What does the acronym “PFAC” stand for?

- A. Patient and Family Advisory Council
- B. Patient Facing Action Committee
- C. Population For Advanced Care
- D. Patients and Families Are Crucial

**Correct Answer: A – Patient and Family  
Advisory Council**

How can you access Massage, Art, Music, PAWS, Spiritual Care, or other Guest Services programs for a patient or a family member?

- A. Tell the patient to ask their physician
- B. Go to the Administrative Offices
- C. Call 650-498-3333
- D. Those Services are Not offered at Stanford

**Correct Answer: C – Call 650-498-3333**

What is April's C-I-CARE Message of the Month them/focus?

- A. Empathy
- B. April Showers
- C. Comportment
- D. Safety

Correct Answer: D – Safety

If a colleague demonstrates excellence service, what can you do to recognize their great C-I-CARE practice?

- A. Thank them during a huddle for using C-I-CARE
- B. Reward them with a C-I-CARE and/or gift card
- C. Nominate them for the Service Spotlight Award
- D. All of the Above

**Correct Answer: D – All of the Above**