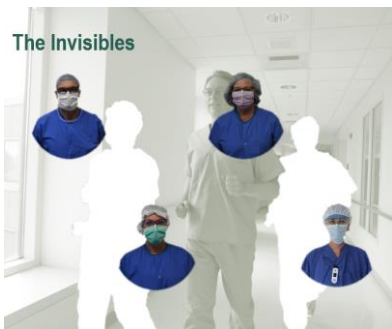
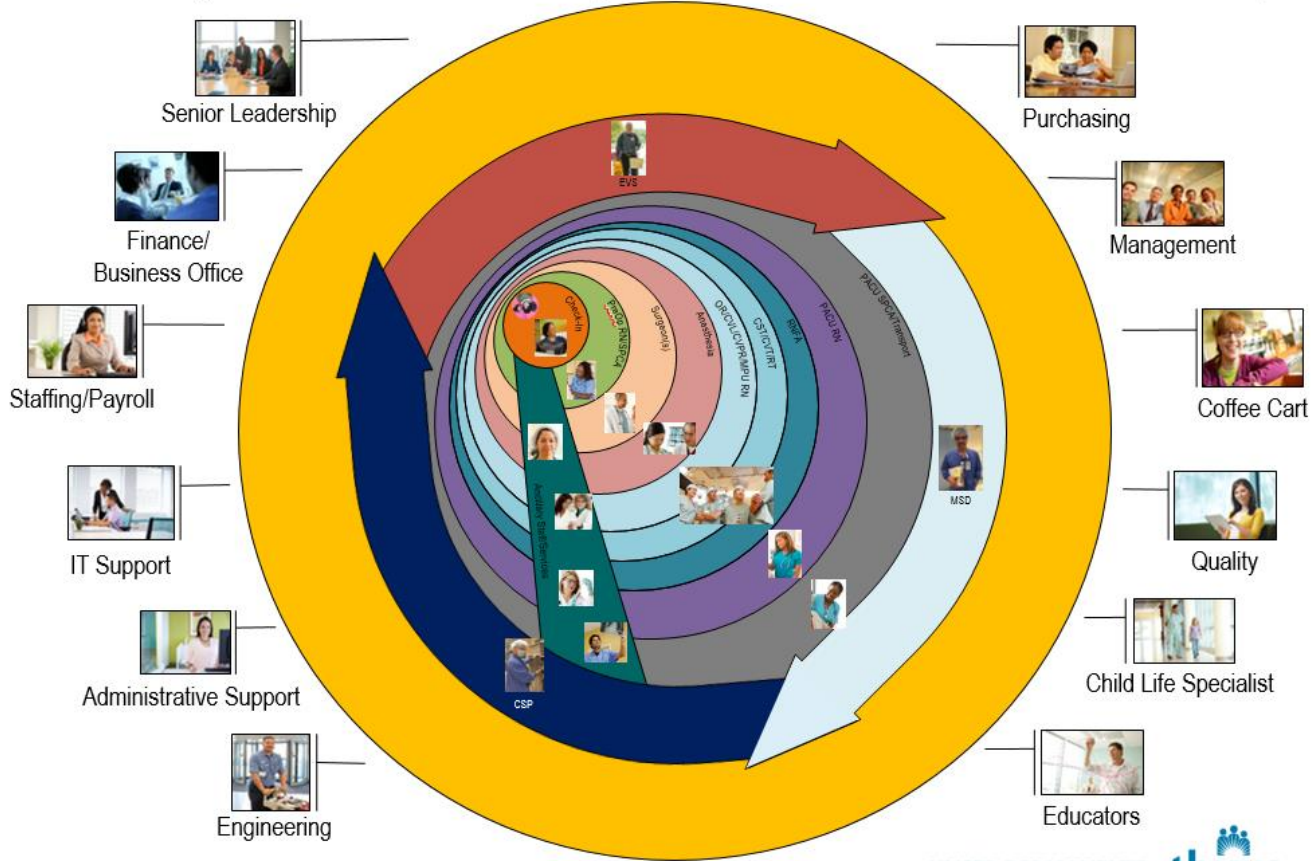


# The Invisibles: Celebrating our Unsung Heroes

Helen Watt, MBA-HCA, BSN, RN, CNOR, NE-BC



## Anatomy of the Patient Experience: All Those Other People



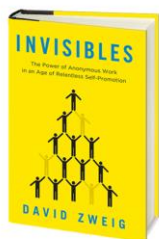
This storyboard highlights the invisible work that happens in supporting top quality surgical care.

It takes a whole hospital to create healthy outcomes. Each Piece, every role is essential to the patient experience, regardless of whether they know how the magic is happening. All of us supporting all of you supporting each other in taking care of our patients.

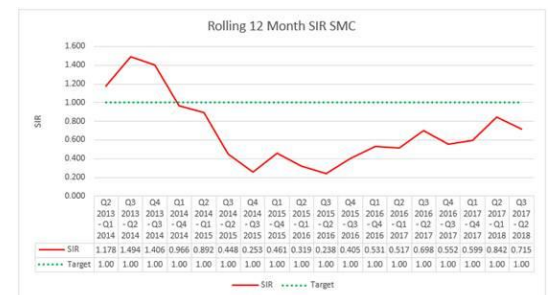
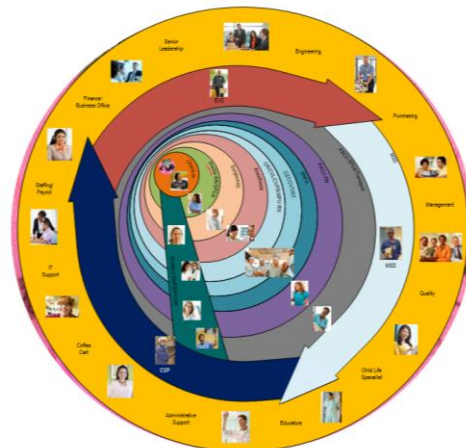


Through using the influence of a region wide Surgical Summit, I was able to impact many. Today, in 2018 not only have our people pulse scores increased, we have also experienced lower SSI rates and had zero verification events.

My story begins with a neurosurgeon..



My story is inspired by the amazing book, "Invisibles-The Power of Anonymous Work in the Age of Self-Promotion" by David Zweig. My storyboard walks the observer through a surgical patient's experience at KP Sunnyside Medical Center as they encounter a talented, highly skilled team of professionals.



KP uses People Pulse methodology to measure employee satisfaction in which we have seen year over year increased metrics. A regional Surgical Summit highlighted and clarified that all of our invisibles are truly heroes in providing the highest quality of surgical care.