





Must-Haves

Foundations of The Sharp Experience

These basic actions make the greatest difference as we deliver The Sharp Experience.

By including these five behaviors in our everyday work, we ensure that we provide the best experience to every colleague, patient and guest, every time.

Must-Have	Impact	
Greet people with a smile and “hello” — using their name when possible.	Something as simple as a warm greeting provides a sense of comfort and belonging.	
Take people where they are going , rather than pointing or giving directions.	Navigating the unknown, especially in health care, can be stressful. By taking people where they need to go, we can help alleviate their anxiety.	
Use key words at key times. “Is there anything else I can do for you? I have the time.”	When we open the lines of communication and provide others an opportunity to respond with their preferences and needs, we show our commitment to a culture focused on service and excellence.	
Foster an attitude of gratitude. Send thank-you notes to deserving employees.	Receiving handwritten thank-you notes, especially when they mention a specific event or skill, can have a powerful impact on employees' happiness and morale.	
Round for relationships to better connect with team members, patients, family members and guests.	When our reason for rounding is to seek to understand and connect with colleagues and those we serve, we develop more personal relationships and ultimately increase satisfaction and engagement.	