



Patient Satisfaction Learning Community Participant Agreement

Facility Name: _____

Project Contact: _____

Email Address: _____

City: _____

Phone: _____

Yes, our facility would like to commit to participate in the Patient Satisfaction Learning Community from March to October 2024. We agree to participate in all phases of this multi-hospital collaborative. Our facility understands this commitment requires support from administrative leadership to meet the expectations outlined below.

(CEO/Administrator Signature)

(Facility Project Contact/Lead)

(date)

Facility Expectations:

- Payment of **\$250 project participation fee**. (Send check payable to Healthworks after receiving notice of acceptance)
- Commit a team to participate in a face-to-face workshop in March, July and October 2024.
- Provision of staff time and resources necessary for commitment to the project. This includes project work within your facility, which will be ongoing throughout the duration of the project.
- Participation in the development of and commitment to an ongoing, sustainable monitoring program.
- Commit to and participate in two site visits by Healthworks staff.
- Submit completed patient surveys each month to Healthworks.

Healthworks Expectations:

- Face-to-face workshops in March and October 2024 to provide a foundation and assist each facility with establishing internal goals.
- Facilitation of peer networking.
- Coaching on using patient engagement for improving patient satisfaction.
- Expert assistance during two site visits and as needed.
- Project management support.
- Face-to-face session at the conclusion of the project in October 2024 to celebrate successes and build the plan for sustainability within your organization.

Please return this agreement no later than February 9, 2024.

Attn: Susan Pattie, spattie@kha-net.org

FAX: 785-233-6955