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## How do I talk to staff about our Key Drivers®?

Key Drivers of Excellence® are the areas that are most influential to patients' overall perceptions; they provide you with a more specific place to focus your efforts. The definitions of "Cleanliness," "Patient Privacy," and other Key Drivers may vary depending on the type of service being delivered, the staff, the facility, or even the expectations and past experiences of the patients you treat. It's important to talk with staff to see how they define these concepts because they are a wealth of knowledge about your department and the patients it serves. Talking with staff may give you new perspective on the area of focus, help clarify where and when the service quality is inconsistent, and generate new ideas for how to enhance the patient experience. Here are some questions to get the conversation started:

- What does (KEY DRIVER, e.g., teamwork, safety, etc.) mean to you?
- What do you believe (KEY DRIVER) means to patients?
- When a patient rates (KEY DRIVER) as excellent, why?
- What are top performers on our unit doing with regards to (KEY DRIVER)?
- What are some ways we can deliver excellence in (KEY DRIVER)?
- What makes (KEY DRIVER) memorable to patients?
- How do we demonstrate more compassion when it comes to (KEY DRIVER)?

