

Celebrate Patient Access Week!

Stronger Together: Embracing the Future!

Join the fun and celebrate Patient Access Week with your teams April 4-8!

Dress up to show we are “stronger together!”

Start each day with a “**thought for the day**”. Promote self-care and teamwork!

Attend a WebEx enrichment session to show we “embrace the future!”

Host a **team activity** to build trust, encourage communication and increase collaboration.

Monday, April 4:

Stronger Together

- **Dress up!** *Movie Monday* (Dress up like your favorite movie character, superhero, Disney.)
- **Thought for the Day:** *Be Meaningful* (at work, at home, in relationships)

Embracing the Future

- **Enrichment Session:** *Patient Access: the Key to Patient Experience* (Emily Cain), 1-1:45p
- **Team Activities**
 - Volunteer Project (Food Drive, Trash Pick-up, Plant a Tree, Blood Drive, etc.)
 - Share your Why (Why UVA/Access/Department)
 - Share something fun about you that most people do not know.
 - Rethink how you answer the phone (slow down, think about rephrasing: "You've reached UVA (department name). My name is _____ and I'm grateful for the opportunity to serve you today. How may I be of service?")
 - Helping Hands (Have a team member who could use a little extra help? Someone having a baby? Do a diaper drive; In need? Collect gift cards for the family.)

Tuesday, April 5:

Stronger Together

- **Dress up!** *Twinning Tuesday* (Pick a person to match outfits with.)
- **Thought for the Day:** *Be a Teacher* (Teach yourself & teach others.)

Embracing the Future

- **Enrichment Session:** *Exploring Your Core Values* (Rose Markey), 1-2p
- **Team Activities**
 - Share something new that you've learned (fun fact, skill, life hack, recipe)
 - Do something with books (book group, start an Access Team Library, Personal Growth Book Exchange)

Wednesday, April 6:

Stronger Together

- **Dress up!** *Wahoo Wednesday* (Wear your UVA gear.)
- **Thought for the Day:** *Be well* (Take care of yourself, *first*.)

Embracing the Future

- **Enrichment Session:** *Strategies for Working with Challenging Customers* (Anna Delong), 12-1p
- **Team Activities**
 - Go for a walk (Set a time & place to meet and everyone walk together.)
 - Crafts (Coloring pages, group diamond paintings, plastic lacing lanyards, tie-dye shirts, finger painting, color eggs.)
 - Group stretch breaks (Part of the team get up at a set time and do a quick stretch.)
 - Bring a healthy meal or recipe to share.

Thursday, April 7:

Stronger Together

- **Dress up!** *Throwback Thursday* (Wear your favorite decade in history.)
- **Thought for the Day:** *Be thankful*

Embracing the Future

- **Enrichment Session:** *Patient Access Then & Now* (Dr. Engel), 12p*
- **Team Activities**
 - Write a gratitude list. Find a friend and read your lists to each other.
 - Team Gratitude Jar (Share at the end of the day or the next morning.)
 - Write a thank you note to someone you are thankful to work with. Send an e-card to a colleague who helps you. Each team takes time during their huddle to discuss what they are thankful for and why they appreciate their team.

Friday, April 8:

Stronger Together

- **Dress Up!** *Future Friday* (Wear your gear for the future –space, earth.)
- **Thought for the Day:** *Friendship* (Why work friendships are important.)

Embracing the Future

- **Enrichment Session:** *One Team United On Access* (John Bennett), 1-1:30p
- **Team Activities**
 - Team dinner after work (Pick a place close to work so that everyone can join.)
 - Eat lunch with someone new and get to know each other.
 - “Speed Dating” (Have your team fill out their profile and share with team; think basic introductory information such as *favorite hobbies/food/movies/shows/music? have pets/kids/grandkids?*)
 - Play 2 Truths and a Lie

WebEx invitations forthcoming. Please check with your supervisor before replying “accept”. All sessions will be recorded and posted on the Revenue Cycle Training website [Revenue Cycle Training – UVA Health System \(virginia.edu\)](https://www.virginia.edu/revenue-cycle-training)

* *Patient Access Then & Now* will be pre-recorded and a link to the session will be emailed.

Questions? RPFA@hscmail.mcc.virginia.edu

