

Date

Name

Address

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Dear Name,

It was a pleasure meeting you at the Patient Experience Summit in Scottsdale, Arizona, last month. Thank you for sharing your story with about 680 of our staff that day. Like many in the audience, I was impressed by your poise and moved by your story.

The purpose of the conference was to strengthen our partnership with our patients and enhance the patient and family experience across the organization. By sharing your experiences as a patient, you helped us achieve our purpose and reminded us all of what is truly important to the patients we serve everyday – for us to listen. Your story inspired change even after the summit as participants continued to share your story with fellow colleagues upon returning to their hospitals, and as we continue to share your video at our meetings.

In appreciation for all you do in helping us create an exceptional experience for our patients, Dignity Health is donating \$X to the Cure JM foundation in your honor.

Once again, thank you, Name for inspiring us all at Dignity Health to take patient experience to the next level.

Sincerely,

President