Kansas Hospital Association
Trustee Education

The Leader’s Role in Building and Sustaining Exceptional Patient and Employee Experiences

This four-minute video from Jake Poore highlights his presentation at the KHA’s Critical Issues Summit.

After the video, consider these discussion questions:

What is our role as board members to improve the patient and employee experience?

How can we be intentional?

How can we use the Human-Business-Human model?

More?

For more Trustee Resources, go to www.kha-net.org and click on Trustee Resources.