

Email to Senior Leadership and Board of Trustees

Subject: Upcoming Implementation of Standardized Patient Guide

Dear **[Audience or Name]**,

As part of our ongoing commitment to delivering a safe, consistent, and patient-centered experience, we will soon implement a standardized **[Patient Guide]** across the organization.

This initiative supports our strategic priorities by improving how we communicate with patients and their loved ones, strengthening care coordination, and ensuring consistent messaging throughout the hospital stay.

In addition to enhancing the patient experience, the guide is designed to support clinical and operational outcomes. By providing clear, accessible education, we aim to improve understanding of medications and care plans, strengthen adherence to discharge instructions, and contribute to reductions in hospital-acquired conditions and avoidable readmissions. This work also aligns with our goals to improve **[HCAHPS, OAS CAHPS, or other survey]** performance and reinforce trust in our care delivery.

Implementation will be coordinated with nursing, case management, clinical leadership, quality, and patient experience teams to ensure alignment with existing workflows and priorities.

We look forward to sharing updates as the rollout progresses and appreciate your continued leadership in advancing the experience and outcomes of those we serve.

Warm regards,
[Your signature]