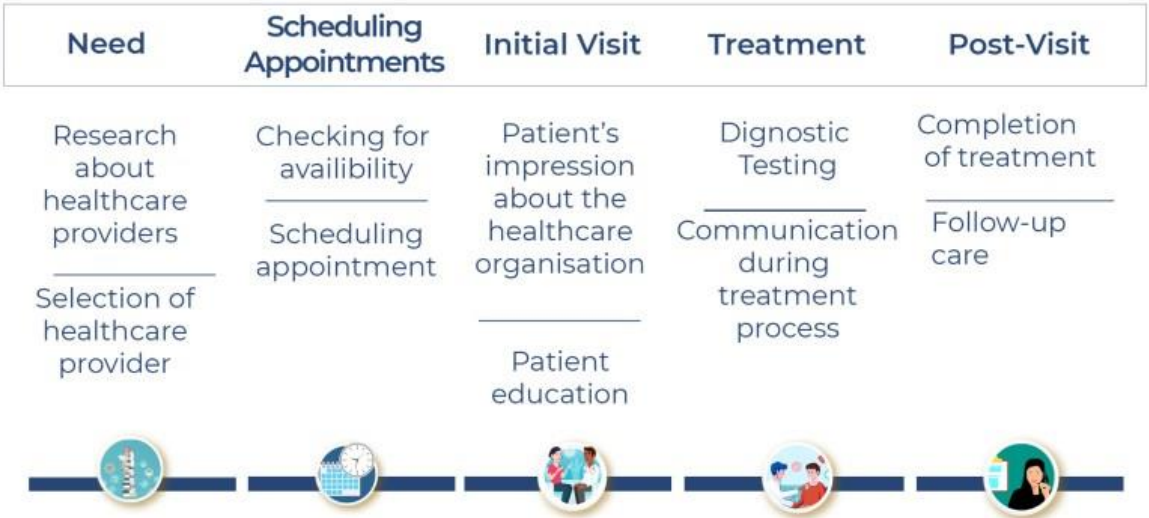


Patient Journey Stages



Primary Experience Stewards Evaluated at Each Stage

- Referring Physicians
- Admission & Scheduling Staff
- Ancilliary and Support Services
- Family & Friends
- Faculty/Medical Staff
- Billing & Records Staff

Touchpoints Evaluation at Each Stage

