

Know, Share, Do – Day 2: Engage Consumers

Please use the information below to engage with your team following Day 2 of Leadership Wellstar Week 2022. The goal of these daily takeaways is to help you lay a strong foundation with your team for future strategy-related conversations.



KEY INFORMATION LEADERS NEED TO KNOW.

- We want to partner with consumers on their well-being throughout their lives – not just when they are sick or injured.
- By engaging consumers for their feedback, we can shape services to provide personalized, convenient care and consistent support that anticipates and meets our consumers' changing health and wellness needs over the course of their lives.
- Our new strategy will harness the power of digital innovation and technology to orchestrate and deliver exceptional, curated experiences that will power the consumer partnership.



INFORMATION LEADERS NEED TO SHARE WITH THEIR TEAMS.

- Discuss with your team how the work you do – at the bedside or supporting caregivers and the system – elevates the experiences Wellstar provides to the people we serve.
- Read and reflect on the [“The Role of Personalization in the Care Journey”](#) article provided, and share the [“How to Add a Delight Factor” LinkedIn Learning module](#) with your team to support more effective engagement with consumers and one another.



TAKE ACTION ON THESE IMPORTANT ITEMS.

- Join Catalyst Voice to share your perspectives and experiences about how we can work together to build solutions that will transform healthcare.