Patient Experience Training Tool

Experiential Activity for Your Work Team:
Car and Driver

Try this favorite experiential activity with YOUR work team.

**Purpose:** Help your team empathize with the patient experience and reflect on the responsibility and opportunity they have as caregivers to ensure a positive experience.

**Instructions**

- Explain: “I’d like you to join me in a short experiment that I think will help us think together more deeply about our patients’ experience.”
- Ask people to pair up.
- Explain: “From here on, there is no talking at all. One of you plays the car. You stand in front of your partner with your eyes closed, holding your open palms out in front of your chest, acting as your bumpers. The other person is the driver. The driver should stand behind the car with eyes open and hands on the shoulders of your partner in front. Now, the driver will steer the sightless car around the room and hallway, making sure to prevent running into other cars. Driver, you are responsible for the safety of your car. And remember, you can’t talk.”
- Demonstrate with a volunteer. Drive slowly! Acknowledge that most people are nervous with their eyes closed.
- Then, say, “You have about 2 minutes, and then I’ll call STOP! Okay, BEGIN!”
- After 2 minutes, say, “Stop. Open your eyes.” And ask people to switch roles and do it again.
- Afterward, ask people to sit or stand in pairs and discuss how they felt in both roles. If the group is small, do this sitting in a circle and asking everyone to share their experiences.
- Finally, ask, “How does this parallel the caregiver-patient relationship?” Ask, “How else?” And again, “How else?” Use such probes as, “Who is the car? And who is the driver? How is the patient’s experience difference from what you experienced? How is it likely to be the same?
- You will be IMPRESSED with people’s insights.
- End by asking, what is one insight you gained that you want to remember in your interactions with your patients?