



**Video Title:** Leilani Sauer, Patient Experience

<b>Student Name:</b>	<b>Date:</b>
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**Answer the following questions:**

What is Leilani's job title?
How many people are on her team and what do those folks do?
Where is the offsite person (not at CAIHC) located and what do they help with?
In what area did Leilani start her career?
How long has she been with TCC?
What are some important elements of providing the Patient Experience? What do these folks do that helps patients of CAIHC?
What kind of education and experience does Leilani have that helped her?

Is this job important to your community and why or why not?

If you could ask this person one question, what would it be?

Write a paragraph about why you think this job is important and why (or why not) it might be something you want to pursue.