

Engage Patients, Improve Satisfaction and Enhance Safety

Patient Experience Workshop

Patient satisfaction and safety are intertwined—improve one and you improve the other. Teamwork training that incorporates the patient perspective is the single proven intervention that improves both satisfaction and safety.

Benefits:

- + Improve patient satisfaction
- + Increase HCAHPS scores
- + Increase reimbursements
- + Enhance staff satisfaction, retention and energize your staff
- + Reduce medical errors by improving safety culture
- + Improve communication

After attending the Patient Experience workshop, you will have the competencies to:

- + Create awareness of Patient Engagement principles and tools
- + Understand the importance of Patient Engagement to patient safety and satisfaction, and to staff satisfaction
- + Shared Mental Model—central to patient care
- + Identify the barriers that undermine safe patient care
- + Effectively engage the patient and family as central members of the care team

Who Should Attend?

- + Leaders from Patient Safety, Patient Experience, Patient Care Services and Quality Improvement
- + Clinical and Non-Clinical Leaders
- + Frontline Unit Leaders

Workshops conducted at your organization.
Maximum attendees 40.



FEATURED SPEAKERS



Nancy Somerville, MS

Nancy is passionately committed to incorporating the patient as a fully engaged member of the healthcare team as a patient safety strategy. She draws on 25 years of medical communication experience and has developed evidence-based methods to train healthcare professionals nationwide to improve patient engagement and satisfaction.



Julie Gapstur, BSN

With over 30-years experience, Julie brings a range of clinical experience including Emergency Services, ICU, Pediatrics, Critical Care and Coronary Care. Julie incorporates the human connection and engagement to help healthcare leaders improve quality, patient safety and patient and staff satisfaction.



Stephen M. Powell, MS

Steve is an experienced facilitator, practitioner, communicator and proven leader with over 25-years experience in human factors education and teamwork training. With a proven track record of reducing medical errors, improving patient satisfaction and staff satisfaction, Steve has provided solutions to over 100 healthcare organizations, such as effective patient engagement.



Duane Cromwell, Ed.D

Duane is a seasoned trainer with over 30-years experience in applied human factors safety science and clinical information systems. He has extensive experience in leadership development and change acceleration/management. Duane brings a diverse training background, to medical settings nationwide, ranging from small and large corporations including General Electric, IBM and Phillips Consumer Electronics. He specializes in communication behaviors that are a barrier to effective patient engagement.

Learn more

<http://www.healthcareteamtraining.com/what-we-do/plus/>

Call Us Today To Find Out More!
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