

Hospital-Wide Strategy to Enhance the Patient Experience Through Skill-Building in Caring Communication

Build and sustain world-class communication skills that:

- Elevate HCAHPS scores and patient satisfaction to a level that makes your team proud
- Advance patient-centered care
- Enhance employees' professional pride
- And result in the *high-touch* advantage for your organization in today's competitive healthcare marketplace

| Phase | Description |
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| <p>Phase 1: Leadership Kickoff</p> <p>Full day session with all leaders (e.g. administrators, directors, managers, supervisors, educators)</p> | <ul style="list-style-type: none"> • Builds investment, creates common ground understanding and engages attendees in providing feedback and suggestions for fine-tuning. • Builds the case and context for skill-building in caring communication – as the road to breakthroughs in patient, family and staff satisfaction • Prepares leaders to facilitate the one-skill-at-a-time <u>Language of Caring Video-Based Training System</u> with their teams <ul style="list-style-type: none"> · 2-hour Crash Course on The Language of Caring · The training system explained · The leader's key roles · Walk through one module and the leader's toolkit in depth · Facilitation practice • Builds leadership competencies key to employee engagement and results: <ul style="list-style-type: none"> · Role modeling · Communicating personal commitment · How to address resistance with backbone and heart • Reviews plan and timeline for strategy and next steps |
| <p>Phase 2: Crash Course Workshop for Employees</p> | <p>Two-hour crash course in Heart-Head-Heart Communication and the seven skills that communicate caring. Employees immediately begin using the skills.</p> <p>Two Options:</p> <p>A. License Only: Wendy Leebov <i>customizes</i> workshop for you and provides step-by-step Facilitator's Guide, copy-ready handouts, and Power Point with embedded video scenarios.</p> <p>B. License and Facilitator Training: Jill Golde comes on-site to train your in-house facilitators (2 days).</p> |
| <p>Phase 3: Implement The Language of Caring Video- Based System</p> <p>One-skill-at-a-time review, mastery, application and hardwiring</p> | <ul style="list-style-type: none"> • Nine skill-builder modules...key to making your caring felt and a great patient, family and coworker experience • Easy-to-lead, SHORT, video-based employee workshops run by managers with their teams; each workshop takes under 30 minutes • Built-in follow-up options for skill mastery, application and hardwiring • One skill a month • All videos and materials installable on your intranet • Yours forever -- to train ALL current and future staff! <p>Learn more, preview videos and a complete skill-builder toolkit from <i>The Language of Caring System</i> by visiting http://www.quality-patient-experience.com/language-of-caring.html</p> |

Ask Your Questions and Get Started Today!!
Contact Wendy at 215-413-1969 / leeboww1@comcast.net