

Service Education

Education

- ▣ Learning Management System (LMS)
- ▣ Available Education

Patient Experience Leadership Summit

Type	Name
	Patient Experience Leadership Summit Presentation

Add new document

Facilitator Guides

Type	Name
	Patient Experience Introduction
	1 - Powerful Impact of Anxiety Reduction
	2 - Great Greetings Every Time
	3 - Great Handoffs Every Time
	4 - Great Goodbyes Every Day
	5 - Heart Head Heart Communication
	6 - Practice of Presence
	7 - Acknowledging Feelings
	8 - Show Caring Nonverbally
	9 - Explain your Positive Intent
	10 - Blameless Apology
	11 - Give the Gift of Positive Regard
	12 - Caring Broken Record
	13 - Caring Communication Skills Combined

Add new document

Toolkit

Type	Name	Modified By
	Facilitator Feedback Form General	Nicholas, N
	Facilitator Feedback Forms	Nicholas, N
	Staff Completion Report by Video	Nicholas, N
	Wellspan Service Center Schedule	Nicholas, N

Manager Guides

Type	Name
	A WellSpan Manager's Guide - The Exceptional Patient Experience WellSpan's Vision and Approach
	Building the Exceptional Patient Experience - A Manager's Guide to the WellSpan Service Education Plan

Add new document

Customer Service Videos

	Patient Experience Introduction		Acknowledging Feelings #7
	Powerful Impact of Anxiety Reduction #1		Show Caring Nonverbally #8
	Great Greeting Every Time #2		Explain your Positive Intent #9
	Great Handoffs Every Time #3		Blameless Apology #10