



# The HCAHPS Hospital of Choice

A Series in the Everyone's a Caregiver® Micro-Webinar System

Creating  
a 5 Star  
Culture of  
Healing  
Kindness



1.800.667.7325 x206

 Custom  
Learning Systems



# We Engage You Design



## WE ENGAGE

Gain a buy-in from your people before buying. Too often healthcare organizations choose education systems that are rarely, if ever used.

EAC offers a made-for-you frontline **Engagement Orientation**:

- That provides a representative group of 10-12 caregivers
- A one-hour opportunity to learn about a potential education system
- Choose a small group of modules of interest to them
- Preview them over a brief period,
- Report their insights and perceptions of potential value to your organization

## YOU DESIGN

Design your annual education implementation plan beginning day one.

The EAC Engagement Model includes an educational design planning workshop for your leadership team and key influencers:

- Based on the frontline feedback your leadership team will be guided through a 90-minute WWW (Who, What, When) Session about how to create ownership from all caregivers



**Design your Own Education Model** The Everyone's a Caregiver Micro-Webinar System provides a flexible platform for you to adapt to the unique needs of your patients and caregivers by way of:





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## ENGAGE

Who should listen, watch, and learn?

Nurses, CNAs, Dietary, Lab, Imaging, Physicians and Advanced Care Practitioners, Housekeeping, Billing, Maintenance, PT/OT, Pharmacy, Volunteers, Transporters and Everyone!

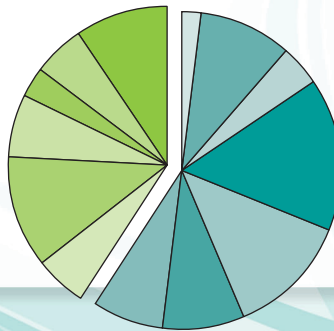


## EDUCATE

Timely, Relevant Educational Content

### HCAHPS Skills for Everyone™

- 39 modules designed for all hospital personnel, whether directly at the bedside or ancillary, and support personnel
- Organized into 6 HCAHPS domains



### HCAHPS Nursing Skills™

- 57 modules developed expressly for all nurses
- Organized into 7 HCAHPS domains

## INSPIRE

Learn How To

- Turn every frontline employee into an empowered caregiver
- Deliver consistent, kindness care to patients and their families everywhere
- Fine-tune interpersonal communication skills to create a relationship centered experience
- Bring calm to patients with anxiety, fear, and related emotional concerns
- Provide a consistent experience that patients will enthusiastically recommend



## REVIEWS

*"This series showed me the true meaning of being a healthcare professional. I am a caregiver and will give care to all patients."*

– Rick Justin, Providence Park Hospital, Detroit, MI

*"Overall, Everyone's a Caregiver is simple best practices that add up to great patient centered care. Great principles that can be used in all areas."*

– Lori Randall, CNO, Family Health West, Fruita, CO

*"I really liked the enthusiasm. It made it really easy to stay engaged."*

– Yvonne Doyle, Coder, Lawrence Memorial Hospital, Walnut Ridge, AR

### HCAHPS Hospital of Choice Faculty



HCAHPS Skills for Everyone



Everyone's a Caregiver  
Micro-Webinar System



## HCAHPS SKILLS FOR EVERYONE™

### Everyone's Role as a Caregiver

- 1 We're All Caregiver's
- 2 Why Patient Satisfaction Is Important
- 3 What Gets Measured, Gets Treasured
- 4 HCAHPS and Value Based Purchasing
- 5 Managing Expectations
- 6 DO IT™ Meetings
- 7 Service Huddles
- 8 Sentence Starters
- 9 Attitude!

### Quiet

- 10 Quiet Questions and Why They Matter
- 11 Managing Noise Expectations
- 12 Quiet – Healing Time
- 13 Quiet Sentence Starters
- 14 License to Silence

### Cleanliness

- 15 Cleanliness Questions and Why They Matter
- 16 Freedom to Clean
- 17 Cleanliness Sentence Starters

### Staff Responsiveness

- 18 SERVE and AIDET – Non-Clinical
- 19 The Six Foot Rule
- 20 Service Recovery
- 21 No Pass Zone
- 22 The "Live It" – Platinum Rule
- 23 Managing Up

### Overall

- 24 The Overall Survey Question and Why It Matters
- 25 Courteous Communication
- 26 Respectful Communication
- 27 Mindful Communication
- 28 Empathizing with Difficult Behaviour
- 29 Non-Verbal Communication
- 30 Phone Skills
- 31 Awards and Recognition
- 32 Line Management
- 33 Lean Tools
- 34 Personal Excellence

### Willingness to Recommend

- 35 Recommend Survey Questions and Why They Matter
- 36 The Power of Referrals
- 37 The Patient Reality Check
- 38 Inspiring Stories
- 39 Ideas Worth Quoting and Reading

## HCAHPS NURSING SKILLS™

### Communication about Medication

- 1 Medication Education Questions and Why They Matter
- 2 New Medication Education Checklist
- 3 Preceptor Role: Medication Education

## HCAHPS NURSING SKILLS™

### Communication about Medication (CONTINUED)

- 5 Patient Medication Coaching – a Very "Big Deal"
- 6 Medication Education Teach Back
- 7 Medication Education Sentence Starters

### Communication with Nurses

- 8 Communication with Nurses Questions and Why They Matter
- 9 Nurse Team Mission Statement
- 10 Chat Time
- 11 AIDET and SERVE - Clinical
- 12 Bedside Reporting
- 13 Nurse Communication Tools
- 14 Nurse Communication Sentence Starters
- 15 Nurse Communication Key Questions

### Discharge Information

- 16 Discharge Questions and Why They Matter
- 17 Avoidable Readmissions
- 18 The Power of the Checklist
- 19 Discharge Starts at Admitting
- 20 Discharge Coaching – Daily
- 21 Discharge Coaching – Day Prior
- 22 Medication Reconciliation
- 23 Discharge Coaching – Going Home Day
- 24 Post Discharge Phone Calls
- 25 Discharge Packet
- 26 Discharge Teach Back
- 27 Discharge Sentence Starters

### Pain Care

- 28 Pain Care Questions and Why They Matter
- 29 Pain Is the 5th Vital Sign
- 30 Pain Myths
- 31 Ethics of Pain Management
- 32 Pain Care Mission Statement
- 33 Effective Pain Assessment
- 34 Manage Pain Expectations
- 35 Medicate for Pain Relief
- 36 Alternate Pain-Reduction Strategies
- 37 Post Discharge Pain Management
- 38 Pain Care Tools
- 39 Skilful Pain Care Communication
- 40 Pain Care Sentence Starters
- 41 Pain Care Collaboration
- 42 Pain Care Imperatives

### Responsiveness of Staff

- 43 Staff Responsiveness Questions and Why They Matter
- 44 Call Light Response
- 45 Hourly Rounding
- 46 Staff Responsiveness Sentence Starters

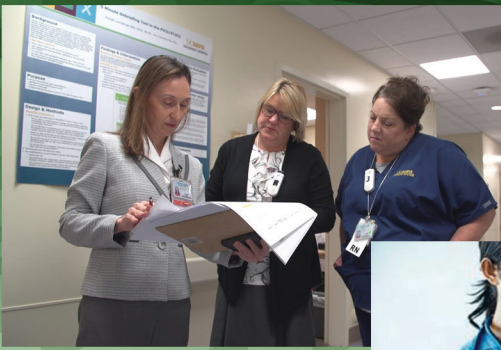
### Transition of Care

- 47 Care Transitions Questions and Why They Matter
- 48 Personalized Care Plan
- 49 Patient Accountability for Self Management
- 50 Medication Self Mastery
- 51 Care Transition Tools
- 52 Communicate, Collaborate, Coordinate
- 53 Care Transitions Sentence Starters
- 54 Care Transitions Collaboration
- 55 Care Transition Vital Questions

### The Hospital Environment

- 56 Quiet Tools, and the Never-ending Job Jar
- 57 Hospital Infections & Commonly Occurring Micro-organisms





*"I am absolutely in love with the Everyone's a Caregiver App! I think this is one of the greatest tools I have seen to educate employees consistently. Great job CLS!"*

– Jeff Smith, Director of Process Improvement, Harrisburg Medical Center

# Why use the Everyone's a Caregiver<sup>®</sup> Micro-Webinar System?



# Energize Your Team

## 3 Complimentary Practical & Inspiring Educational Presentations Yours for the Asking

**We're all about education and love to share our expertise.** Take advantage of one or all these valuable learning opportunities to improve the patient experience and employee engagement:

### Make Training Stick™

#### Livestream Frontline Engagement

by Dorian Nottebrock, Director of Digital Learning

- Why not gain a buy-in before buying?
- Gain practical objective insights and recommendations about the value and impact of the Everyone's a Caregiver® platform directly from the frontline.

"This is so valuable to both the organization and for personal growth"  
– Aubrey, RN, Adair County Health System

#### Livestream for Leadership

by Brian Lee, CSP, Healthcare's Engagement Expert, or one of our brilliant Implementation Specialists

- 90 minutes of high energy, dynamic, and inspiring education for your entire leadership team
- Your team will learn the "12 Biggest Barriers to Frontline Engagement and How to Overcome Them"

"The best 90 minute investment in patient experience/HCAHPS leadership education and engagement we have ever made. Very well done and exceeded everyone's expectations."  
– Robert Boyd, CEO, Linton Hospital, ND

### The Magic of Front-Line Engagement™

### How to Inspire Caregiver Heroes Everyday™

#### Livestream Leadership Presentation

by Brian Lee, CSP, Healthcare's Engagement Expert, or one of our brilliant Implementation Specialists

- This inspiring 60-minute skills-based interactive keynote focuses on "The Ten Imperatives of Caregiver Inspiration"
- Positive, uplifting best practices that are easy to do and don't cost a cent

"Just when I think of giving up, I have been inspired to try a little harder." – Jason Hollis, Lift Team Coordinator, Tri-City Medical Center



You can expect to transform your caregivers to patient relationship experts



### Three Timely Ways to Listen and Learn:

- Daily or weekly huddles 
- Meetings of every kind 
- Any time, anywhere via the Everyone's a Caregiver® App 



#### Each webinar includes:

- A Downloadable Learning Guide
- DO IT Action Steps  
(DO IT = Daily Ongoing Implementation Tactics)



## Help Desk Support

Questions? Problems? Answers and support are a free phone call away, by calling 1-800-667-7325 x 206. Monday-Friday 8:00-4:30 MT

