

Hospital Renaissance™



MISSION:

Achieve a breakthrough in the patient experience to transform the future from decline and survival to growth and revival.

YOU WILL LEARN HOW TO:

- ▶ Effectively educate your leaders on the core skills and competencies of how to improve and sustain HCAHPS, ED, and Clinic Patient Satisfaction Survey scores
- ▶ Create a restful, healing environment that patients perceive to be “quiet”
- ▶ Transform your hospital culture to one where “Everyone Is a Caregiver” of “First Responders”
- ▶ Master the skills of successful patient medication education
- ▶ Prepare every patient for safe, continued recovery at home... every time!
- ▶ Implement the communication skills of a compassionate patient experience
- ▶ Deliver compassionate pain care through proven skills and best practices
- ▶ Master relationship-based communication skills that heal
- ▶ Create a culture of empathetic, timely, responsive service
- ▶ Engage staff and patients in creating a seamless care transition experience
- ▶ Implement a strategic blueprint to engage everyone in creating an overall compassionate experience for the patient and family throughout their hospital stay
- ▶ Create a hospital experience that patients will enthusiastically recommend

ATTENDEES SAY IT BEST:

“Fantastic! Really got us excited and helped us focus on the things we are looking for in our system.”

– Samantha Turbyfill,
Johnson City Medical Center

