Applied Inspiration 13

The Patient's Perspective

HCAHPS Breakthrough Series

Thank You
Partners

Custom Learning Systems
1.800.667.7325 www.customlearning.com

Team DO IT Plan

- ☐ 1 Remember that simple human presence is where it all begins
- ☐ 2 Five Minute Assignment… Go to "I'mHereMovement.org"
- ☐ 3 Read the 1st chapter of *I'm Here*, read the story of Jenny, then watch the video
- ☐ 4 Remember that THIS is precisely where the caregiving starts
- ☐ 13 Request a copy of the Ideas Worth Quoting and Reading and circulate it among your team members. Post and use it to reinforce this webinar series
- ☐ 14 Schedule a date and time to complete the Certified HCAHPS Practicing Professional online test www.customlearning.com/hbs

Some Wisdom of Marcus Engel:

"The very cornerstone of caregiving is… simple human presence."

"We can be present for another person during their time of suffering."

"We can't save the world as a single person… but we can do our part to make the parts of the world that we touch even better."

"Excite the empathy and sympathy and the perspective of EVERYONE so they can realize that they have the power to become a hero."

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Participant Satisfaction Report **PLEASE PRINT**

HCAHPS Breakthrough Leadership Series

This Evaluation Page can be accessed online: Click Here to complete online.
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You've just heard from me, now I'd like to hear from you. Evaluation is the "genius" of growth and we sincerely value your contribution to this learning experience. Thank you.

We **totally employ** about #_____ full and part time staff, at _____ facilities.

1. **For me, the most valuable idea I learned and intend to use is**:_____

   _____

   _____

2. **What I would tell others about the quality of the speakers and value of the content**: _____

   _____

   _____

   _____ O.K. to quote me: YES NO

3. **Presentation improvements I would suggest**:_____

   _____

   _____

4. **On a scale of 1 - 5, this presentation:** (Met My Expectations) 5 4 3 2 1 (Did Not)

5. ***Featured Implementation Tool:***

   Yes A. Ideas Worth Quoting and Reading

   Yes B. I will complete the CHPP (Certified HCAHPS Practicing Professional) test to earn my certification

6. **P.S. – My Best Tip**: _____

   _____

   _____ ❑ More on Reverse

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First/Last Name:_____
Organization: _____ Position:_____
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