

QUALITY PATIENT EXPERIENCE PROGRAM

*Proven Program that Enhances
Patient, Family and Coworker
Experience.*

MDR's Partner provides implementation support, leadership development, training and coaching to help healthcare organizations achieve optimal results in the patient experience. Organizations are provided with access to a trained and certified team of professionals, consisting of patient care executives, nurses, doctors, organization development experts, caregivers, training professionals and coaches all focused on creating quality patient experiences and working environments.



PROGRAM OVERVIEW:

Program includes a series of workshops that focus on strengthening employee communication skills so that care and service teams more effectively and frequently make their compassion and caring felt by the people they serve.

- **Assessment & Consultation**—Includes on-site visit by team of professionals who conduct interviews, background work, and focus groups with senior leaders, managers and staff. Provides direction on how to adapt Program to client's specific needs.
- **Leadership Kick-Off and Training**—Provides client's leadership team with an overview of skills for staff and physicians, orientation to video modules, and skills for engaging and developing accountability.
- **Facilitator Training for Staff & Physician Sessions**—Includes facilitator training session to prepare for staff sessions and trains physician champions to lead modules & coach.
- **Staff Jump Start Sessions**—Consists of 2 hour jump start session delivered to all staff by facilitators from the client organization.
- **Employee Skill Building Modules**—Provides 9 short staff modules and 8 physician modules (skill building video-based workshops) delivered once or twice a month by managers.

PROGRAM FEATURES:

On-site Leadership Development—Prepares managers to inspire and engage their team, facilitate the process and ensure skill use and follow up.

Comprehensive Toolkit—Help organizations master, apply and consistently use skills. Includes facilitators guide, worksheets, reinforcement tools, suggestions for leaders and assessment quiz.

Web Based and Mobile Application—Provides leaders and employees with 24 hour access to materials.

Top Benefits

- Optimize performance on HCAHPS and other patient satisfaction surveys.
- Greater employee satisfaction and retention
- Patients have greater trust and cooperation with care providers
- Cultivates a reputation for not only great care, but great caring

For Further Information
Please Contact



J. Greg Eisele, FACHE
President & CEO
Office: 559-447-4488
GregEisele@MDResources.net
www.MDResources.net