



NHA Webinar

Perspective is Everything: Three Strategies to Create a Highly Reliable Patient Experience

Webinar #T5095

DATE AND TIME

October 11, 2018
1:00 - 2:00 p.m. CT

OVERVIEW

We are the patients and caregivers. At various times in each of our lives, we find ourselves caring for or being cared for. Each year, there are over 1.2 billion health care visits in the United States supported by a healthcare workforce of 12 million healthcare leaders, staff, and providers. Each one of those encounters is an opportunity to build trust, confidence, and resilience.

This webinar will focus on three strategies to create a highly reliable patient experience based on the emerging bodies of research that demonstrate the connections between workforce engagement, culture, quality, and patient experience. These strategies will provide you with inspiration, tools and processes for a consistent reliable patient experience across your continuum of care. Applying these strategies to improve culture, communication and process will not only impact your HCAHPS results, but engage and activate your current workforce to create a cohesive environment benefiting all those touched by your care.

TARGET

This session is recommended for all staff involved with direct patient care and the improvement of the patient experience including CMOs, CNOs, physicians, nurses, practitioners, allied health professionals, quality and patient safety personnel, physician clinic staff and other interested personnel.

OBJECTIVES

1. Discuss the impact of culture on creating patient-centered outcomes.
2. Explain the importance of creating patient and family confidence.
3. Describe the role of patient experience macro-competencies.

FACULTY

Katie Owens, MHA, CPXP, Co-Founder and President
Healthcare Experience Foundation

Katie Owens has worked from the front lines of health care to senior leadership roles. Now, she is taking bold steps to assure every organization has access to resources to achieve results. As the senior leader of a national consulting firm, she has worked with hundreds of organizations and thousands of leaders to equip their cultures and instill competencies that achieve breakthrough performance with quality, safety, patient experience, and workforce engagement. Ms. Owens' fundamental tenet is that every person is worthy of an environment where they can receive and deliver the best possible care. She is lead author of the HCAHPS Imperative for Patient-Centered Excellence and frequently authors in respected industry publications and journals. Katie Owens has no real or perceived conflicts of interest that relate to this presentation.

PRICE

\$195 per connection for members.
\$390 per connection for non-members.

Note: The fee is for one phone line with unlimited participants. For example, 10 employees can participate for only \$19.50 ea!

For more
information
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