



WEBINAR

Designing Excellent Patient Experiences

Date: **Thursday, March 26, 2020**

Time: **1:00 – 2:00 p.m. CT**

Speakers:

Kathleen Lynam, Executive Coach & Senior Advisor
Healthcare Experience Foundation

Cost

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

Note: The fee is for one phone line with unlimited participants.

Target Audience

- CNO, VP of Nursing, Directors, Managers, Supervisors, Nursing Staff (All Nursing Levels)
- CEO, CHRO, COO
- Chief Medical Officers, Physician Leaders, GME Program Leaders
- Facility leadership and staff who engage with nurse leaders to better understand the environment in which they work

Course Curriculum

As healthcare professionals, we have the unique opportunity to play it safe or make it safe in our communication with patients and their loved ones. This highly interactive webinar will not only build self-awareness, but also team awareness to design excellent experience through communication. We will focus on identifying your authentic communication style and listening skills based on how patients form their memories and perceptions of the healthcare experience.

Learning Objectives

By the end of this presentation, learners should be able to:

1. Understand how patients perceive their care experience
2. Describe the importance of emotional intelligence and the neuroscience of empathy
3. Assess the three milestones: First impressions, Transition points, and Closing impressions
4. Identify five skills for maximizing communication with patients and their loved ones

Speaker Bio

Kathleen Lynam began her distinguished 35-year career as a frontline nurse; she has since served as a chief nurse officer, coaching leader, and provider executive coach. She has leveraged her wealth of knowledge and experience to lead more than 35 hospital organizations toward improvement.

The speaker has no real or perceived conflicts of interest that relate to this presentation.