

Promises™ – Patient Experience Workshop

A positive patient experience is paramount for earning the trust and loyalty of your patients. In healthcare more than anything, making a patient feel cared for, safe, and valued is essential.

The Promises™ - Patient Experience workshop coaches your team on the importance of the patient experience, why your standards for performance must reflect what you've promised to patients, and how their behavior directly impacts the way patients will evaluate, recall, and talk about the experience in the future.

Building on traditional behavioral training, our custom-designed Promises™ workshop links your organization's marketing efforts to patient experience, incorporating the principles essential for success.

Through interactive learning methods, this workshop seeks to address behavioral issues that directly affect the culture of healthcare—suggesting a way of being and viewing human behavior. The goal is to create a patient experience that drives loyalty, which, in turn, helps owners and investors to maximize their organizations' asset values and growth potential.

In this workshop, your team members will learn:

- ◆ Your behavioral expectations and values
- ◆ How to make an impact on a patient's experience through touchpoints
- ◆ How their personal power impacts their environment
- ◆ How to use relationships to build patient loyalty
- ◆ Service recovery structures and procedures

Core Competencies



Acknowledgment



Recognition



Anticipation



Experience



Relationships



Flexibility



Listening



Recovery



Communication



Knowledge

We'll help define **what** your organization is promising, **who** the promises are being made to, and **how** to deliver those promises.