



The Patient Centered Clinic

A Series in the Everyone's a Caregiver® Micro-Webinar System

**Empowering
Providers and
Caregivers to
Deliver a
Timely Patient
Experience**



1.800.667.7325 x206

 **Custom
Learning Systems**



We Engage You Design



WE ENGAGE

Gain a buy-in from your people before buying. Too often healthcare organizations choose education systems that are rarely, if ever used.

EAC offers a made-for-you frontline **Engagement Orientation**:

- That provides a representative group of 10-12 caregivers
- A one-hour opportunity to learn about a potential education system
- Choose a small group of modules of interest to them
- Preview them over a brief period,
- Report their insights and perceptions of potential value to your organization

YOU DESIGN

Design your annual education implementation plan beginning day one.

The EAC Engagement Model includes an educational design planning workshop for your leadership team and key influencers:

- Based on the frontline feedback your leadership team will be guided through a 90-minute WWW (Who, What, When) Session about how to create ownership from all caregivers



Design your Own Education Model The Everyone's a Caregiver Micro-Webinar System provides a flexible platform for you to adapt to the unique needs of your patients and caregivers by way of:





The Patient Centered Clinic

Empowering Providers and Caregivers to Deliver a Timely Patient Experience

ENGAGE

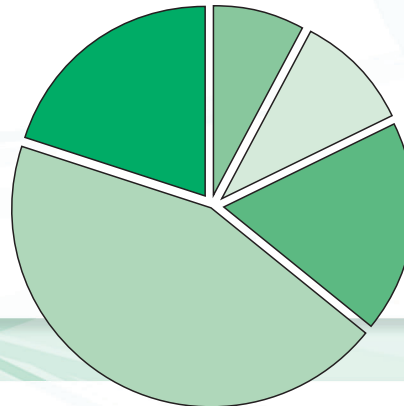
Who should listen, watch, and learn?

Medical Office Assistants, Nurses, Physicians, NPs, PAs, Dentist, Lab Techs, Imaging Techs, Practice Managers, Receptionists, Social Workers and everyone who support patients in an outpatient clinic setting directly or indirectly

EDUCATE

Timely, Relevant Educational Content

Everyone's a Caregiver Patient Centered Clinic is designed to educate clinic personnel as Patient Relationship Experts in the five CG CAHPS domains:



- Getting Timely Access (10)
- Responsive, Helpful Office Staff (22)
- Physician/Provider Communication (9)
- Care Coordination/Follow Up (5)
- Overall Rating Physician/Provider (4)

INSPIRE

Learn How To

- Systematically implement the 5 imperatives of exceptional patient experience
- Improve scores to the 90th percentile
- Educate leaders to lead motivational and positive huddles and meetings
- Engage physicians by managing their expectations
- Create a culture of engagement driven by frontline "super-influencers"
- Transform caregivers from renters to owners

REVIEWS

"I feel like I know most of these principles but still struggle to inspire change. This content included some great tools for implementing good ideas."

– Kurt Forsyth, Director Physician Services, Community Medical Center, Falls City, NE

"Truly impactful with great insights and suggestions with one common thread: remember the patient."

– Jerome Flores, CFO, Kahuku Medical Center, Kahuka, HI

"Makes you feel inspired to put the patient first."

– Rebecca Ricci, Clinical Manager, Family Care Center, Concordia, KS

Patient Centered Clinic Faculty Members



Brian Lee, CSP
President
Custom Learning Systems



Jean L. Eaton
Your Practical Privacy
Coach and Practice
Management Mentor
with Information
Managers Ltd.



Bruce Lee
Director of
Service Development,
Employee & Caregiver
Learning Systems



Janet Craig
Family Physician
Edmonton, AB



Michael Klein MD
Chief Medical Officer,
Custom Learning
Systems



Everyone's
a Caregiver

Patient Centered Clinic



Everyone's a Caregiver
Micro-Webinar System



The Patient Centered Clinic

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GETTING TIMELY ACCESS

- 1 The CG CAHPS Survey and How It's Organized
- 2 Timely Access Questions and Why They Matter
- 3 Getting Appointments
- 4 Same Day Appointments
- 5 Managing Clinic Time Expectations
- 6 Managing Patient Time Expectations
- 7 Third Next Appointment
- 8 Reception Room Line Management
- 9 Reception Room Patient Communication
- 10 Reception Room Comfort

PHYSICIAN/PROVIDER COMMUNICATION

- 1 Provider Communication with Patient Questions and Why They Matter
- 2 Physician Risks and Rewards of Patient Experience
- 3 What Patients REALLY Want
- 4 Patients Want Skillful Manners
- 5 Patients Want Skillful Listening
- 6 Patients Want Skillful Teaching
- 7 Empathy H.E.A.L.S
- 8 Your Voice is an Instrument
- 9 Three Thoughtful Questions that Guarantee Improved CG CAHPS Scores

RESPONSIVE, HELPFUL OFFICE STAFF

- 1 Helpful, Courteous, and Respectful Office Staff Questions and Why They Matter
- 2 Why the Patient Experience is Important
- 3 Non-Verbal Communication
- 4 "Yes, We Can" Phone Skills
- 5 Phone Transferring Expertise
- 6 Phone Mastery
- 7 Patient Delay Apology/Service Recovery
- 8 We're All Caregivers
- 9 What Gets Measured, Gets Treasured
- 10 Managing Patient Expectations
- 11 Avoiding Expectation Failure
- 12 Expectations and the Mother Test
- 13 Consistently Manage Expectations
- 14 Respectful Communication
- 15 Mindful Listening
- 16 Daily Service Huddle
- 17 If Attitude was Contagious
- 18 Attitude is Everything
- 19 AIDET
- 20 The Six-Foot-Rule
- 21 The "Live-it" - Platinum Rule
- 22 Managing Up

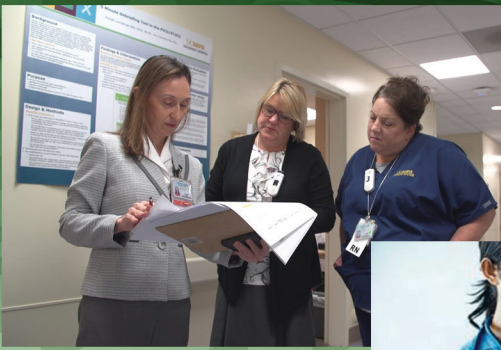
CARE COORDINATION/ FOLLOW UP

- 1 Follow Up on Test Results Questions and Why They Matter
- 2 Timely Test Results
- 3 Medication Education Questions and Why They Matter
- 4 New Medication Education Checklist
- 5 Medication Education Teach Back

OVERALL RATING PHYSICIAN/PROVIDER

- 1 Rating of the Provider Questions and Why They Matter
- 2 The Patient Reality Check
- 3 Inspiring Stories
- 4 Ideas Worth Quoting and Reading





"I am absolutely in love with the Everyone's a Caregiver App! I think this is one of the greatest tools I have seen to educate employees consistently. Great job CLS!"

– Jeff Smith, Director of Process Improvement, Harrisburg Medical Center

Why use the Everyone's a Caregiver[®] Micro-Webinar System?



Energize Your Team

3 Complimentary Practical & Inspiring Educational Presentations Yours for the Asking

We're all about education and love to share our expertise. Take advantage of one or all these valuable learning opportunities to improve the patient experience and employee engagement:

Make Training Stick™

Livestream Frontline Engagement

by Dorian Nottebrock, Director of Digital Learning

- Why not gain a buy-in before buying?
- Gain practical objective insights and recommendations about the value and impact of the Everyone's a Caregiver® platform directly from the frontline.

"This is so valuable to both the organization and for personal growth"
– Aubrey, RN, Adair County Health System

Livestream for Leadership

by Brian Lee, CSP, Healthcare's Engagement Expert, or one of our brilliant Implementation Specialists

- 90 minutes of high energy, dynamic, and inspiring education for your entire leadership team
- Your team will learn the "12 Biggest Barriers to Frontline Engagement and How to Overcome Them"

"The best 90 minute investment in patient experience/HCAHPS leadership education and engagement we have ever made. Very well done and exceeded everyone's expectations."
– Robert Boyd, CEO, Linton Hospital, ND

The Magic of Front-Line Engagement™

How to Inspire Caregiver Heroes Everyday™

Livestream Leadership Presentation

by Brian Lee, CSP, Healthcare's Engagement Expert, or one of our brilliant Implementation Specialists

- This inspiring 60-minute skills-based interactive keynote focuses on "The Ten Imperatives of Caregiver Inspiration"
- Positive, uplifting best practices that are easy to do and don't cost a cent

"Just when I think of giving up, I have been inspired to try a little harder." – Jason Hollis, Lift Team Coordinator, Tri-City Medical Center



You can expect to transform your caregivers to patient relationship experts



Three Timely Ways to Listen and Learn:

- Daily or weekly huddles 
- Meetings of every kind 
- Any time, anywhere via the Everyone's a Caregiver® App 



Each webinar includes:

- A Downloadable Learning Guide
- DO IT Action Steps
(DO IT = Daily Ongoing Implementation Tactics)



Help Desk Support

Questions? Problems? Answers and support are a free phone call away, by calling 1-800-667-7325 x 206. Monday-Friday 8:00-4:30 MT

