

The Patient Experience

Program Overview

Changes in the health care environment demand that we re-examine how care providers interact with patients and families. This program is designed to open our eyes even wider than they are currently by providing insight and information directly from a patient's perspective. International speaker and former patient Brian Boyle, in tandem with MHEI staff, will facilitate participants through an examination of the patient experience with discussion, idea generation and evaluation of opportunities and approaches designed to assist you in improving individual and unit performance.

This is a tremendous opportunity for those interested in improving the quality of care, improving HCAHPS, & ensuring that patients & families are fully receptive to treatment during & following their hospital stay. Any care giver & manager of a patient care unit will benefit from the insights gained through this program. Specific "take-aways" will allow for concrete changes as to how staff interacts with patients & families.

Program Objectives

1. Identify how the provider view point impacts the patient experience
2. Recognize the importance of particular patient/family needs as they relate to the care & well-being of the patient
3. Identify "cues" sent by patient & family members that will improve & ease how the provider cares for the patient
4. Identify the barriers to complete patient care

About the Speakers

Brian Boyle is an international speaker & the author of two books on the topic of health care from the patient's perspective. His most recent book, "The Patient Experience: The Importance of Care, Communication, & Compassion in the Hospital Room" is the basis for this program. Brian's first book, "Iron Heart" tells his personal story of struggle, survival & success through perseverance & help from many health care providers. Brian has delivered his message of "thanks, hope & the patient perspective" throughout the United States & Europe with the intent of providing motivation to those dedicated to improving health care delivery.

Katrina Coleman, RN, MSN, develops customized training & consulting services based on the organization's identified needs. She has over 20 years experience in healthcare serving in the beginning of her career as a registered nurse in pediatrics, med/surg, and home health. For the past 15 years, she has focused on making a difference in health care by developing the leadership skills of senior leaders, directors, managers, and supervisors and staff nurses.

Join Brian Boyle and MHEI staff for this unique look at your work through the "eyes of the patient"



DATE/TIME

Thursday, September 29, 2016

8:30 AM – 3:30 PM

Registration and Continental Breakfast begin at 8:00 AM

REGISTER NOW

LOCATION

Maryland Hospital Association
Pierson Conference Center
6820 Deerpath Road
Elkridge, MD 21075

PROGRAM FEE

Early Bird Member Discount \$199
(Register & Pay by August 29, 2016)

MHEI Member: \$249 (After August 29, 2016)
Non-Member: \$349

REGISTER

To register, please visit MHEI.org.

Questions? Contact Kelly Heacock,
Program Coordinator:

410.796.6239

kheacock@mhei.org



maryland healthcare
education institute
6820 Deerpath Rd.,
Elkridge MD 21075
410.796.6239 (p)
www.mhei.org