

# Understanding Our Patients: Seeing Health Care Through Their Eyes

## Program Overview

The patient experience and patient engagement are key to driving outcomes and results in today's health care environment. 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 Katrina  
Coleman for  
this unique look  
at your work  
through the  
"eyes of the  
patient"



REGISTER  
NOW

## DATE/TIME

Thursday, October 26, 2017

8:30 AM – 3:30 PM

Registration and Continental  
Breakfast begin at 8:00 AM

## LOCATION

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

## PROGRAM FEE

Early Bird Member Discount \$199  
(Register & Pay by September 26, 2017)

MHEI Member: \$249 (After September 26, 2017)  
Non-Member: \$349

## REGISTER

To register, please visit [MHEI.org](http://MHEI.org).

Questions? Contact Kelly Yost,  
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