

Leadership Rounding on Patients that Makes a Difference!

Program Overview

If you are a healthcare leader who currently rounds on patients/families & wonder if the rounding is making a difference, these are the workshops for you! If you are a leader who has not begun rounding on patients/families, these are the workshops for you! Learn evidenced-based rounding practices that turn your patient/family rounding from something that gets checked off of your to-do list into a dynamic interaction that helps drive results, improve the patient experience & promotes staff engagement! You will learn specific techniques that you can apply immediately to your leadership practice!

MHEI & the Healthcare Experience Foundation are presenting 2 workshop options:

1. Leadership Rounding: An Introductory Workshop which will present strategies that take leader rounding from an audit tool to a relationship building method.
2. Leadership Rounding: Mastery Course with Certification which will include a personal leadership assessment to rounding and action planning to master the art of rounding.*

**The introductory course is a prerequisite to the mastery course & will have limited seating*

About the Facilitators

Katrina Coleman has consulted and coached for over 25+ years with hundreds of managers assisting them in developing and implementing skills to help them achieve their goal of running a productive & quality driven department/unit. As a masters prepared nurse & an ATD Certified Coach, Katrina understands the needs of leaders and staff as well as the environment in which they operate.

Brooke Billingsley has extraordinary insight into how healthcare organizations can ensure that every patient has an exceptional experience. Brooke has arguably more experience observing healthcare interactions than anyone in the country, spending more than 1,000 hours sitting bedside, listening to patients share their lives, fears, & hopes for the future. She applies this vast knowledge from her research to coach, inspire, and impact the lives of caregivers. She has coached and guided more than one hundred organizations toward better patient experience outcomes, from large academic medical centers & health systems to smaller hospitals & physician clinics.

Katie Owens, President of the Healthcare Experience Foundation, is taking bold steps to assure that every organization has access to resources for engaging patients & developing their workforce to achieve results. Katie is the lead author of The HCAHPS Imperative for Creating Patient-Centered Excellence & is currently writing her second book about the importance of speaking the patient's language.

Kathleen Lynam began her distinguished 35-year career as a frontline Nurse; she has served as Chief Nurse Officer, Coaching Leader, and Provider Coaching Leader. Kathleen is a respected Executive Coach who has worked with organizations across the country to achieve results through culture change.



DATE/TIME

Leadership Rounding: An Introductory Workshop - Friday, April 3

Leadership Rounding: Mastery Course - Tuesday, May 12

8:30 AM - 12:00 PM

LOCATION

Maryland Hospital Association

Pierson Conference Center
6820 Deerpath Road
Elkridge, MD 21075

PROGRAM FEE

Leadership Rounding: An Introductory Workshop - \$199
Leadership Rounding: An Introductory Workshop and the Mastery Course - \$497

REGISTER

To register, please visit MHEI.org.

Questions? Contact Kelly Yost,
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