

What Do Our Patients Want From Us Now?

VIRTUAL TRAINING

WHEN

*November 3 & November 17,
9:00 AM – 11:00 AM*

PROGRAM FEE

MHEI Member: \$399

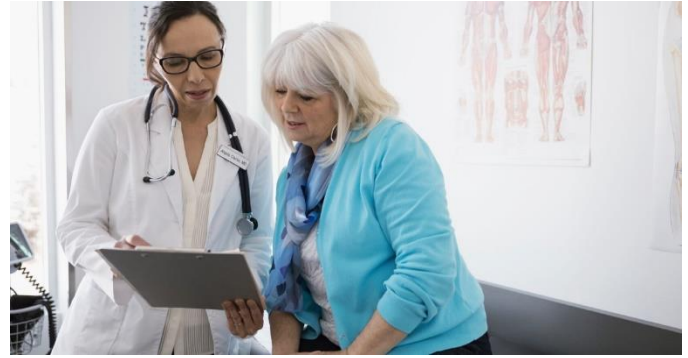
Non-Member: \$798

REGISTER

To register, please visit MHEI.org. After you register, you will receive the virtual training log-in instructions including meeting ID and password information.

*Questions? Contact Kelly Yost, Manager of Programs & Membership: 410.796.6239
kyost@mhei.org*

REGISTER NOW



Program Overview

Our healthcare systems have been strained and stretched these past couple of years and so have our patients and their expectations of us and the systems in which we work. So, what do patients and their families expect from us and how do we work collaboratively with them to help them receive exceptional service and achieve optimal health outcomes? Join us for a discussion on the latest trends in patient service. You will learn a simple yet effective framework to create an environment for delivering highly reliable patient experiences of care.

Program Objectives

1. Describe current patient expectations and how they have changed pre and post pandemic
2. Identify gaps between patient expectations and current patient experience
3. Identify qualitative measures of patient engagement
4. Create an action plan to apply engagement strategies

About the Speaker

KATRINA COLEMAN, BSN, MSN

Over the past 25+ years, Katrina has consulted and coached hundreds of managers in developing and implementing key skills to create focus on achieving goals and easing their busy schedules. Katrina is a master's prepared nurse and an ATD-Certified Coach.