The HCAHPS Breakthrough Leadership Series™

Who Should Watch

Domain	Webinar	All Staff	All Management	Quality & Service Educators	Nurses	CNAs	Clinics / Lab. / Rad. / Psych.	Physician	Hospitalists	Physician Assistant	Nurse Practitioners	Discharge Staff	Case Managers	Transporters	Valet Car-Parkers	Pharmacists	Housekeepers / EVS	Security	All Staff Not Otherwise Listed
[Introduction]	**1** The C-Suite Leader's Role in HCAHPS Transformation™		✔	✔															
Cleanliness & Quiet	**2** The Quiet Revolution™	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
	3 Cleanliness Matters™	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Communication about Medications	**4** Medication Education Imperative™		✔	✔	✔	✔		✔	✔	✔	✔		✔			✔			
Communication with Doctors	**5** Skillful Physician Communication™		✔	✔				✔	✔	✔	✔								
Communication with Nurses	**6** Relationship-Based Nurse Communication™		✔	✔	✔	✔	✔												
Discharge Information	**7** Discharge Satisfaction Guaranteed™		✔	✔	✔			✔	✔	✔	✔	✔	✔		✔				
Pain Control	**8**. Compassionate Pain Care™		✔	✔	✔	✔		✔	✔	✔									
Responsiveness of Staff	**9** Revolutionize Staff Responsiveness™	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Transition of Care	**10** Care Transitions Done Right™		✔	✔								✔	✔						
Overall & Willingness to Recommend	**11** High-Performing Overall Hospitals™		✔	✔															
	12 The Power of Word-of-Mouth Marketing™		✔	✔															
[Bonus]	**13** Applied Inspiration™ with Marcus Engel		✔	✔	✔														