



The HCAHPS Hospital of Choice

A Series in the Everyone's a Caregiver® Micro-Webinar System

Creating
a 5 Star
Culture of
Healing
Kindness



1.800.667.7325 x2206

 Custom
Learning Systems



We Engage You Design



WE ENGAGE

Gain a buy-in from your people before buying. Too often healthcare organizations choose education systems that are rarely, if ever used.

EAC offers a made-for-you frontline **Engagement Orientation**:

- That provides a representative group of 10-12 caregivers
- A one-hour opportunity to learn about a potential education system
- Choose a small group of modules of interest to them
- Preview them over a brief period,
- Report their insights and perceptions of potential value to your organization

YOU DESIGN

Design your annual education implementation plan beginning day one.

The EAC Engagement Model includes an educational design planning workshop for your leadership team and key influencers:

- Based on the frontline feedback your leadership team will be guided through a 90-minute WWW (Who, What, When) Session about how to create ownership from all caregivers



Design your Own Education Model The Everyone's a Caregiver Micro-Webinar System provides a flexible platform for you to adapt to the unique needs of your patients and caregivers by way of:





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ENGAGE

Who should listen, watch, and learn?

Nurses, CNAs, Dietary, Lab, Imaging, Physicians and Advanced Care Practitioners, Housekeeping, Billing, Maintenance, PT/OT, Pharmacy, Volunteers, Transporters and Everyone!

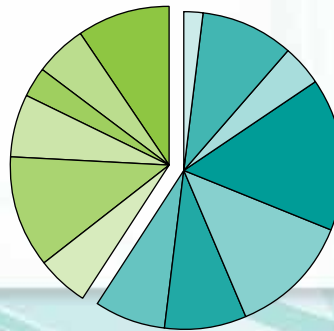


EDUCATE

Timely, Relevant Educational Content

HCAHPS Skills for Everyone™

- 39 modules designed for all hospital personnel, whether directly at the bedside or ancillary, and support personnel
- Organized into 6 HCAHPS domains



HCAHPS Nursing Skills™

- 57 modules developed expressly for all nurses
- Organized into 7 HCAHPS domains

INSPIRE

Learn How To

- Turn every frontline employee into an empowered caregiver
- Deliver consistent, kindness care to patients and their families everywhere
- Fine-tune interpersonal communication skills to create a relationship centered experience
- Bring calm to patients with anxiety, fear, and related emotional concerns
- Provide a consistent experience that patients will enthusiastically recommend



REVIEWS

"This series showed me the true meaning of being a healthcare professional. I am a caregiver and will give care to all patients."

– Rick Justin, Providence Park Hospital, Detroit, MI

"Overall, Everyone's a Caregiver is simple best practices that add up to great patient centered care. Great principles that can be used in all areas."

– Lori Randall, CNO, Family Health West, Fruita, CO

"I really liked the enthusiasm. It made it really easy to stay engaged."

– Yvonne Doyle, Coder, Lawrence Memorial Hospital, Walnut Ridge, AR

HCAHPS Hospital of Choice Faculty



**Everyone's
a Caregiver**

HCAHPS Skills for Everyone



Everyone's a Caregiver
Micro-Webinar System



HCAHPS SKILLS FOR EVERYONE™

Everyone's Role as a Caregiver

- 1 We're All Caregiver's
- 2 Why Patient Satisfaction Is Important
- 3 What Gets Measured, Gets Treasured
- 4 HCAHPS and Value Based Purchasing
- 5 Managing Expectations
- 6 DO IT™ Meetings
- 7 Service Huddles
- 8 Sentence Starters
- 9 Attitude!

Quiet

- 10 Quiet Questions and Why They Matter
- 11 Managing Noise Expectations
- 12 Quiet – Healing Time
- 13 Quiet Sentence Starters
- 14 License to Silence

Cleanliness

- 15 Cleanliness Questions and Why They Matter
- 16 Freedom to Clean
- 17 Cleanliness Sentence Starters

Staff Responsiveness

- 18 SERVE and AIDET – Non-Clinical
- 19 The Six Foot Rule
- 20 Service Recovery
- 21 No Pass Zone
- 22 The "Live It" – Platinum Rule
- 23 Managing Up

Overall

- 24 The Overall Survey Question and Why It Matters
- 25 Courteous Communication
- 26 Respectful Communication
- 27 Mindful Communication
- 28 Empathizing with Difficult Behaviour
- 29 Non-Verbal Communication
- 30 Phone Skills
- 31 Awards and Recognition
- 32 Line Management
- 33 Lean Tools
- 34 Personal Excellence

Willingness to Recommend

- 35 Recommend Survey Questions and Why They Matter
- 36 The Power of Referrals
- 37 The Patient Reality Check
- 38 Inspiring Stories
- 39 Ideas Worth Quoting and Reading

HCAHPS NURSING SKILLS™

Communication about Medication

- 1 Medication Education Questions and Why They Matter
- 2 New Medication Education Checklist
- 3 Preceptor Role: Medication Education

HCAHPS NURSING SKILLS™

Communication about Medication (CONTINUED)

- 5 Patient Medication Coaching – a Very "Big Deal"
- 6 Medication Education Teach Back
- 7 Medication Education Sentence Starters

Communication with Nurses

- 8 Communication with Nurses Questions and Why They Matter
- 9 Nurse Team Mission Statement
- 10 Chat Time
- 11 AIDET and SERVE - Clinical
- 12 Bedside Reporting
- 13 Nurse Communication Tools
- 14 Nurse Communication Sentence Starters
- 15 Nurse Communication Key Questions

Discharge Information

- 16 Discharge Questions and Why They Matter
- 17 Avoidable Readmissions
- 18 The Power of the Checklist
- 19 Discharge Starts at Admitting
- 20 Discharge Coaching – Daily
- 21 Discharge Coaching – Day Prior
- 22 Medication Reconciliation
- 23 Discharge Coaching – Going Home Day
- 24 Post Discharge Phone Calls
- 25 Discharge Packet
- 26 Discharge Teach Back
- 27 Discharge Sentence Starters

Pain Care

- 28 Pain Care Questions and Why They Matter
- 29 Pain Is the 5th Vital Sign
- 30 Pain Myths
- 31 Ethics of Pain Management
- 32 Pain Care Mission Statement
- 33 Effective Pain Assessment
- 34 Manage Pain Expectations
- 35 Medicate for Pain Relief
- 36 Alternate Pain-Reduction Strategies
- 37 Post Discharge Pain Management
- 38 Pain Care Tools
- 39 Skilful Pain Care Communication
- 40 Pain Care Sentence Starters
- 41 Pain Care Collaboration
- 42 Pain Care Imperatives

Responsiveness of Staff

- 43 Staff Responsiveness Questions and Why They Matter
- 44 Call Light Response
- 45 Hourly Rounding
- 46 Staff Responsiveness Sentence Starters

Transition of Care

- 47 Care Transitions Questions and Why They Matter
- 48 Personalized Care Plan
- 49 Patient Accountability for Self Management
- 50 Medication Self Mastery
- 51 Care Transition Tools
- 52 Communicate, Collaborate, Coordinate
- 53 Care Transitions Sentence Starters
- 54 Care Transitions Collaboration
- 55 Care Transition Vital Questions

The Hospital Environment

- 56 Quiet Tools, and the Never-ending Job Jar
- 57 Hospital Infections & Commonly Occurring Micro-organisms





"I am absolutely in love with the Everyone's a Caregiver App! I think this is one of the greatest tools I have seen to educate employees consistently. Great job CLS!"

– Jeff Smith, Director of Process Improvement, Harrisburg Medical Center

Why use the Everyone's a Caregiver[®] Micro-Webinar System?



Energize Your Team

3 Complimentary Practical & Inspiring Educational Presentations Yours for the Asking

We're all about education and love to share our expertise. Take advantage of one or all these valuable learning opportunities to improve the patient experience and employee engagement:

Make Training Stick™

Livestream Frontline Engagement

by Dorian Nottebrock, Director of Digital Learning

- Why not gain a buy-in before buying?
- Gain practical objective insights and recommendations about the value and impact of the Everyone's a Caregiver® platform directly from the frontline.

"This is so valuable to both the organization and for personal growth"
– Aubrey, RN, Adair County Health System

Livestream for Leadership

by Brian Lee, CSP, Healthcare's Engagement Expert, or one of our brilliant Implementation Specialists

- 90 minutes of high energy, dynamic, and inspiring education for your entire leadership team
- Your team will learn the "12 Biggest Barriers to Frontline Engagement and How to Overcome Them"

"The best 90 minute investment in patient experience/HCAHPS leadership education and engagement we have ever made. Very well done and exceeded everyone's expectations."
– Robert Boyd, CEO, Linton Hospital, ND

The Magic of Front-Line Engagement™

How to Inspire Caregiver Heroes Everyday™

Livestream Leadership Presentation

by Brian Lee, CSP, Healthcare's Engagement Expert, or one of our brilliant Implementation Specialists

- This inspiring 60-minute skills-based interactive keynote focuses on "The Ten Imperatives of Caregiver Inspiration"
- Positive, uplifting best practices that are easy to do and don't cost a cent

"Just when I think of giving up, I have been inspired to try a little harder." – Jason Hollis, Lift Team Coordinator, Tri-City Medical Center



You can expect to transform your caregivers to patient relationship experts



Three Timely Ways to Listen and Learn:

- Daily or weekly huddles 
- Meetings of every kind 
- Any time, anywhere via the Everyone's a Caregiver® App 



Each webinar includes:

- A Downloadable Learning Guide
- DO IT Action Steps
(DO IT = Daily Ongoing Implementation Tactics)



Help Desk Support

Questions? Problems? Answers and support are a free phone call away, by calling 1-800-667-7325 x 2206. Monday-Friday 8:00-4:30 MT

