



Transform the Resident Experience

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

Creating
a Culture
of Healing
Kindness
through
Empowered
Resident
Relationship
Experts



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:





Transform the Resident Experience

Creating a Culture of Healing Kindness through Empowered Resident Relationship Experts

ENGAGE

Who should listen, watch, and learn?

Administrators, Managers, and Staff, Skilled Nursing, Assisted Living, Independent Living, CCRCs, Memory Care, Hospice, Short Term Stay Rehab, Housing and Adult Foster Care

EDUCATE

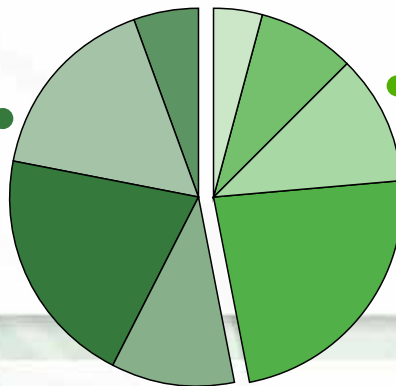
Timely, Relevant Educational Content

Transform the Resident Experience™ is strategically designed to mirror the American Healthcare Association's and National Center for Assisted Living's "Core Q" Customer Satisfaction Survey. This tool includes 3 questions for long-stay residents/family members and 4 for short-stay.

These questions have been independently tested as a valuable and reliable measure for customer satisfaction.

The "Core Q" 4 Curriculum Includes

- Recommend to Others (11)
- Staff Rating (34)
- Care Rating (42)
- Discharge Needs Rating (22)



Additional Leadership Skills Curriculum

- Leadership – The Magic of Engagement (48)
- Onboarding (23)
- Hardwiring Priority Best Practices (17)
- Blueprint for Sustainable Revenue Growth (9)

INSPIRE

Learn How To

- Meet and manage resident and family expectations
- Create an exceptional resident experience, every time, no exceptions
- Engage and empower all caregivers to deliver loving compassionate service
- Read and respond to your residents' hidden needs through the power of non-verbal communication
- Empower co-workers to provide exceptional customer service by using the "Greatest Management Principle in the World"

REVIEWS

"Excellent content, priceless, invaluable when placed into practice. Life changing!"

– Diana Jones, HSD, Prestige AIF, Richland, WA

"Must see! Our success as a leading provider in the complicated matrix of healthcare is 100% dependent on our frontline staff."

– Tami French, DNS, Prestige/Toppenish, Toppenish, WA

"This made me remember why I decided to do what I do and why I love it."

– April Levery, RN Manager, St. Clare Living Community, Mora, MN

Transform the Resident Experience Faculty Members



Everyone's a Caregiver Transform the Resident Experience



Everyone's a Caregiver Micro-Webinar System



Transform the Resident Experience

Micro-Webinar System

CORE Q SKILLS FOR NURSES

Care Responsiveness

- 1 Staff Responsiveness and Why it Matters
- 2 Call Light Response
- 3 Resident Rounding
- 4 Staff Responsiveness Sentence Starters

Communication With Nurses

- 1 Nurse Team Mission Statement
- 2 Chat Time
- 3 AIDET and SERVE – Clinical
- 4 Shift Change Endorsement
- 5 Nurse Communication Tools
- 6 Nurse Communication Sentence Starters
- 7 Nurse Communication Key Questions

Care Quality – Pain

- 1 Pain Is the 5th Vital Sign
- 2 Pain Myths
- 3 Ethics of Pain Management
- 4 Pain Control Mission Statement
- 5 Effective Pain Assessment
- 6 Manage Pain Expectations
- 7 Medicate for Pain Relief
- 8 Alternate Pain-Reduction Strategies
- 9 Post Discharge Pain Management
- 10 Pain Care Tools
- 11 Skillful Pain Care Communication
- 12 Pain Care Sentence Starters
- 13 Pain Care Collaboration
- 14 Pain Care Imperatives

Communication about Medication

- 1 Medication Education and Why It Matters
- 2 New Medication Education Checklist
- 3 Preceptor Role: Medication Education
- 4 Medication Education Tools
- 5 Resident Medication Coaching – a Very “Big Deal”
- 6 Medication Education Teach Back
- 7 Medication Education Sentence Starters

Care Quality – Discharge

- 1 Involved in discharge planning
- 2 Prepared for discharge
- 3 Understands Responsibility
- 4 The Power of the Checklist
- 5 Rehab Starts at Admitting
- 6 Rehab Coaching – Daily
- 7 Rehab Coaching – Day Prior
- 8 Medication Reconciliation
- 9 Rehab Coaching – Going Home Day
- 10 Post Discharge Phone Calls
- 11 Rehab Packet
- 12 Rehab Teach Back
- 13 Rehab Sentence Starters

Discharge Process

- 1 Care Transitions and Why it Matters
- 2 Personalized Care Plan
- 3 Patient Accountability for Self-Management
- 4 Medication Self Mastery
- 5 Care Transition Tools
- 6 Communicate, Collaborate, Coordinate
- 7 Care Transitions Sentence Starters
- 8 Care Transitions Collaboration
- 9 Care Transition Vital Questions

CORE Q2
STAFF RATING – NURSES

CORE Q3
CARE RATING

CORE Q4
DISCHARGE NEEDS RATING – NURSES

CORE Q SKILLS FOR EVERYONE

Kindness Care Communication

- 1 Keys to Compassionate Communication
- 2 Courtesy
- 3 Respect
- 4 Mindful Listening
- 5 Empathizing with Difficult Behavior
- 6 Non-Verbal Communication

Global/Overall

- 1 Overall quality of Service

Willingness to Recommend

- 1 The Power of Referrals
- 2 The Resident Reality Check
- 3 Inspiring Stories
- 4 Ideas Worth Quoting and Reading

CORE Q1
RECOMMENDATIONS TO OTHERS

License to Please

- 1 The Six-Foot Rule
- 2 Service Recovery Policy
- 3 No Pass Zone
- 4 The Live It Platinum Rule
- 5 Managing Up
- 6 License to Silence
- 7 Freedom to Clean

Care Responsiveness

- 1 The Secret of Patient Satisfaction
- 2 3 Attributes of Lifetime Customer Loyalty
- 3 What do we Expect as Customers?
- 4 The Risk of Indifferent Service
- 5 The Mother Test
- 6 Differentiate Yourself
- 7 Tangibles vs. Intangibles
- 8 Consistently Meet Resident Expectations
- 9 Help with Admissions Process
- 10 Admissions Orientation
- 11 Responsiveness of Social Worker

Continuous Improvement

- 1 The Power of Excellence
- 2 Daily Huddles

Personal Power

- 1 If Attitude was Contagious
- 2 The World of Superstars and Slugs
- 3 People Need People

CORE Q2
STAFF RATING

Care Quality

- 1 Attention to Resident Grooming
- 2 Commitment to Family Updates
- 3 Care/Concern of Staff
- 4 Competency of Staff

Quality of Life

- 1 Respect Shown
- 2 Involvement in Daily Decisions
- 3 Offers Meaningful Things to Do
- 4 Privacy Needs Respected
- 5 Spiritual Opportunities
- 6 Security of Personal Belongings
- 7 Resident-to-Resident Friendships
- 8 Resident-to-Staff Friendships

Dining Experience

- 1 Meals Appealing/Tasty
- 2 Meal Needs/Preferences Met
- 3 Pleasant Atmosphere for Meals

Environment

- 1 Maintained Rooms/Surroundings
- 2 The Quiet Revolution
- 3 Quiet at Night
- 4 Clean/Comfortable Furnishings
- 5 Cleanliness of Premises
- 6 Safe in Surroundings

CORE Q3
CARE RATING





SKILLS FOR LEADERSHIP

L1 The Magic of Engagement™

Leader's Role

- 1 The Big Picture in Resident Experience
- 2 What's your Brand Promise?
- 3 4 Reasons to Care about Resident Satisfaction
- 4 Value Based Purchasing and Why it is Relevant
- 5 Long Term Care Stars
- 6 What are Your Residents Telling You?
- 7 What is Your continuous Improvement Model?
- 8 Do You Know Your Scores?

Transform the Resident Experience

- 1 Educate your Team to Serve and Act
- 2 Everything is Possible
- 3 What's In It for Me?
- 4 The Importance of Domain Owners
- 5 Ensuring Results through Accountability
- 6 The Difference Between Try and DO

Inspire, Retain, Motivate and Empower

- 1 Three Things Managers Need to Focus On
- 2 Keep the Good Ones You've Got
- 3 Avoiding the Resignation Letter
- 4 Turnover and Satisfaction
- 5 What does Turnover Cost?
- 6 Empowerment
- 7 Dealing with Disengagement
- 8 BMG's
- 9 The Key is Culture
- 10 Unwritten Rules
- 11 The Need for Culture Shift
- 12 Appointing a Service Excellence Council

Transformational Leadership Skills & Best Practices

- 1 Empowerment is the Way
- 2 Service Recovery
- 3 The Complaint Golden Rule
- 4 Best Solution Closest to the Problem
- 5 Adopt-a-Resident
- 6 Leadership Empowerment Survey
- 7 Human Performance Improvement Model
- 8 Intentional Rounding
- 9 Mindful Active Listening

Make the Magic of Engagement a Reality

- 1 Recognize, Acknowledge, and Celebrate
- 2 Three Things to Remember about Recognition
- 3 Service Communication Training
- 4 Peer-Based Train-the-Trainer
- 5 Empowered Frontline Leaders
- 6 Service Workshop Skills
- 7 Celebrate Peer-to-Peer
- 8 DO IT
- 9 Turning Feedback into Agendas
- 10 Service PULSE
- 11 Value of Engagement and Ownership
- 12 Create Sustainability of Engagement
- 13 Building a Brand

ENGAGEMENT
L1

SKILLS FOR LEADERSHIP

L2 Onboarding

Genius of Onboarding and Retention

- 1 What is Your First Year Turnover?
- 2 The Brilliance of Behavioral Interviewing
- 3 Behavioral Interviewing Must Haves
- 4 The Power of Peer Interviewing
- 5 Choosing Peer Interviewing
- 6 The Hidden Gem: A Peer Tour
- 7 Lawsuit Alert: Interviewing
- 8 Welcome to the Family
- 9 Be Prepared for a New Hire
- 10 Prepare for Orientation Day
- 11 Organized Orientation
- 12 Orientation Excellence
- 13 Making Satisfaction Guaranteed Part of New Hire Experience
- 14 Engaging New Team Members
- 15 Getting to Know New Team Members
- 16 The Mentor/Buddy System
- 17 Turn-Key Tools to Master Mentorship
- 18 Recognize New Team Members
- 19 Retain New Team Members
- 20 Perfect Attendance – Myth or Magic?
- 21 Prescription for Perfect Attendance
- 22 Checking In So They Don't Check Out
- 23 Onboarding and Retention Team

ONBOARDING
L2

BEST PRACTICES
L3

L3 Hardwire Priority Best Practices

Hardwire a Resident Experience Council

- 1 Three Keys to the Resident Patient Experience
- 2 Benefits of Establishing an Resident Council

Creating a Service Excellence and Resident Experience Council

- 1 Plan
- 2 Organize
- 3 Implement

Hardwire Service Recovery

- 1 Mastering the Complaint Golden Rule
- 2 How to Author a Service Recovery Policy
- 3 How to Build a Service Recovery Toolkit
- 4 Hardwiring Ongoing Implementation

Hardwire Awards & Recognition

- 1 What Gets Recognized – Gets Rewarded
- 2 Evaluating Your Rewards and Recognition Process
- 3 Informal Recognition Works
- 4 Choosing Your Rewards
- 5 Who do you Want to Reward?
- 6 How will you Reward?
- 7 Hardwiring Rewards & Recognition
- 8 3-2-1- Liftoff! Time to Launch

SUSTAINABLE GROWTH
L4

L4 Blueprint For Sustainable Growth™ by Clint Maun

- 1 How do we hit these budgets? Grow Revenue!
- 2 Q.S.T.
- 3 The Strategy of ARMS
- 4 Breaking down ARMS into Systems: Admissions
- 5 The Rules of Three
- 6 Team Based Admission Assessments
- 7 Breaking Down ARMS into Systems: Rightness
- 8 Breaking Down ARMS into Systems: Marketing
- 9 Breaking Down ARMS into Systems: Sales





"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

