

## INVITATION

# Join us to Educate your Members



# HCAHPS Hospital of Choice™

Custom Learning Systems is committed to enhancing rural healthcare and delivering education to improve patient and employee engagement.

Put the Everyone's a Caregiver® Mastery Webinar Series - HCAHPS Hospital of Choice™ to work for you, your hospital and your patients to become a Hospital of Choice.



**Brian Lee** CSP, HoF  
CEO at Custom Learning Systems



Educate, engage, and empower all hospital staff to provide a world class, compassionate patient experience in just 1-hour a month for 11 months



Register for one of two (2) special briefing dates available to learn more about Everyone's a Caregiver® and The HCAHPS Hospital of Choice™.



Each webinar includes a downloadable learning guide and a step-by-step "DO IT" implementation recommendations for hardwiring success!



All webinars are scheduled for the first Wednesday of the month beginning February 7, 2024



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

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

You're invited to hear guest speaker **Brian Lee** present a special briefing

## Reignite: Become a 5 Star Provider of Choice™

EDUCATION PLAN TO MASTER THE SKILLS AND BEST PRACTICES OF HCAHPS, INPATIENT, AND CLINIC IMPROVEMENT

YOU WILL LEARN HOW TO:

- Discover the 5 imperatives needed to earn a CMS 5 Star designation
- Achieve a breakthrough in patient experience scores by educating everyone as a Patient Relationship Expert
- Unlock the mystery of the HCAHPS Survey and how to leverage patient experience reports as an exciting vehicle for continuous facility-wide quality improvement
- Recognize, celebrate and inspire engagement using Webinar Master™
- Create energy and excitement with your caregivers and employees to improve the patient experience
- Educate, engage, and empower your hospital and clinic staff to provide a world class, compassionate patient experience

**Register now - two Zoom dates to choose from:**

Friday, January 19, 2024  
8P/9M/10C/11E

[REGISTER NOW](#)

Friday, January 26, 2024  
8P/9M/10C/11E

[REGISTER NOW](#)



**Brian Lee** CSP HoF  
HealthCare's  
Engagement  
Expert



*"Brian's presentation was invaluable! Our leaders heard a message about how to fully utilize the HCAHPS Education Tools and create leader accountability and staff engagement."*

Linda Wittmeyer,  
Alta Vista Regional  
Hospital,  
Las Vegas, NM



EVERYONE'S A CAREGIVER® MASTERY SERIES  
**HCAHPS Hospital of Choice™**

**Provide a world class, compassionate patient experience in just one hour a month for 11 months!**

**Q** What would it mean to your patients, hospital, and community if every employee were HCAHPS competent?

**A** **Invaluable!**

The series is equally valuable and relevant for your:

- Emergency Department
- Ambulatory Surgery / Outpatient Department
- Medical Practice
- Skilled Nursing / Long Term Care

Each webinar includes:

- A downloadable learning guide
- Step-by-step DO IT implementation recommendations
- If anyone misses a scheduled webinar, they can access the Everyone's a Caregiver® Mastery series most recent videos for a full week following the premiere of that webinar

**ELEVEN HIGH  
IMPACT WEBINARS  
PRESENTED  
BY ACCLAIMED  
AUTHORS**



**Brian Lee** CSP, HoF  
Custom Learning  
Systems



**David Dworski** MA  
Custom Learning  
Systems

All webinars are scheduled on Wednesdays  
each month at 10 PT / 11 MT / 12 CT / 1 ET



EVERYONE'S A CAREGIVER® MASTERY SERIES  
**HCAHPS Hospital of Choice™**

February 7, 2024 [EVERYONE]

**#1 Everyone's Role as a Caregiver** [52 min]

- We're All Caregiver's
- Why Patient Satisfaction Is Important
- What Gets Measured, Gets Treasured
- HCAHPS and Value Based Purchasing
- Managing Expectations

March 6, 2024 [NURSES]

**#2 Communication about Medication** [35 min]

- Medication Education Questions and Why They Matter
- New Medication Education Checklist
- Preceptor Role: Medication Education
- Medication Education Tools
- Patient Medication Coaching – a Very "Big Deal"
- Medication Education Teach Back
- Medication Education Sentence Starters

April 3, 2024 [EVERYONE]

**#3 Hospital Environment** [51 Min]

- Quiet Questions and Why They Matter
- Managing Noise Expectations
- Quiet – Healing Time
- Quiet Sentence Starters
- License to Silence
- Quiet Tools, and the Never-ending Job Jar
- Cleanliness Questions and Why They Matter
- Freedom to Clean
- Cleanliness Sentence Starters
- Hospital Infections & Commonly Occurring Micro-organisms

May 8, 2024 [NURSES]

**#4 Communication with Nurses** [41 min]

- Communication with Nurses Questions and Why They Matter
- Nurse Team Mission Statement
- Chat Time
- AIDET and SERVE - Clinical
- Bedside Reporting
- Nurse Communication Tools
- Nurse Communication Sentence Starters
- Nurse Communication Key Questions

June 5, 2024 [EVERYONE]

**#5 Staff Responsiveness** [47 min]

- SERVE and AIDET – Non-Clinical
- The Six Foot Rule
- Service Recovery
- No Pass Zone
- The "Live It" – Platinum Rule
- Managing Up

July 10, 2024 [NURSES]

**#6 Discharge Information** [56 min]

- Discharge Questions and Why They Matter
- Avoidable Readmissions
- The Power of the Checklist
- Discharge Starts at Admitting
- Discharge Coaching – Daily
- Discharge Coaching – Day Prior
- Medication Reconciliation
- Discharge Coaching – Going Home Day
- Post Discharge Phone Calls
- Discharge Packet
- Discharge Teach Back
- Discharge Sentence Starters

August 7, 2024 [EVERYONE]

**#7 Overall** [53 min]

- The Overall Survey Question and Why It Matters
- Courteous Communication
- Respectful Communication
- Mindful Communication
- Empathizing with Difficult Behaviour
- Non-Verbal Communication
- Phone Skills
- Awards and Recognition

September 4, 2024 [NURSES]

**#8 Pain Care** [59 min]

- Optional Pain Care Questions and Why They Matter
- Pain Is the 5th Vital Sign
- Pain Myths
- Ethics of Pain Management
- Pain Care Mission Statement
- Effective Pain Assessment
- Manage Pain Expectations
- Medicate for Pain Relief
- Alternate Pain-Reduction Strategies
- Post Discharge Pain Care
- Pain Care Tools
- Skilful Pain Care Communication
- Pain Care Sentence Starters
- Pain Care Collaboration
- Pain Care Imperatives

October 2, 2024 [EVERYONE]

**#9 Willingness to Recommend** [32 min]

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

November 6, 2024 [NURSES]

**#10 Responsiveness of Staff** [42 min]

- Staff Responsiveness Questions and Why They Matter
- Call Light Response
- Hourly Rounding
- Staff Responsiveness Sentence Starters

December 4, 2024 [NURSES]

**#11 Transition of Care** [46 min]

- Care Transitions Questions and Why They Matter
- Personalized Care Plan
- Patient Accountability for Self Management
- Medication Self Mastery
- Care Transition Tools
- Communicate, Collaborate, Coordinate
- Care Transitions Sentence Starters
- Care Transitions Collaboration
- Care Transition Vital Questions

Be sure to take advantage of a  
90-minute, complimentary,  
leadership Zoom keynote of  
either *Magic of Engagement* or  
*Secrets of the Staffing Fix* with  
author Brian Lee CSP, HoF

1.800.667.7325 ext 2200