Everyone's a Caregiver®

Hospital Academy™

Powered by Everyone's a Caregiver®



FAST-TRACK YOUR JOURNEY TO A 5 STAR HOSPITAL OF CHOICE

A practical six-month implementation program that turns the momentum from Ignite the Patient Experience™ into measurable, sustainable action.

Custom Learning Systems
1.800.667.7325 customlearning.com

Don't Let Your Ignite Momentum Fade



Your Ignite the Patient Experience™ engagement created energy, ideas and commitments for improvement.

Hospital Academy™ helps your team convert that momentum into action.

Through guided coaching, proven implementation tools and practical education, your hospital can begin addressing its highest-priority opportunities; without the cost or commitment of a comprehensive three-year transformation initiative.

This is not more education.

It is disciplined implementation.

THE SOLUTION

Hospital Academy™ helps you:

- Protect and build upon your investment of time in Ignite the Patient Experience™
- Turn the recommendations in your Blueprint to Hardwiring a 5-Star Experience™ into focused action
- Engage executives, leaders, providers and frontline caregivers in realistic improvements
- Strengthen the best practices already working within your hospital
- Identify and address important gaps and achievable "quick wins"
- Establish clear ownership, timelines and accountability
- Apply the CLS Employer and Provider of Choice Framework at a practical pace
- Build sustainable systems that support long-term improvement

A Six-Month Guided Program



STEP ONE
Your hospital will be assigned an experienced CLS Executive Coach who will help your team create and implement a customized action plan.

STEP TWO
Your Program Begins with a Virtual Launch and Planning Session

STEP THREE
Your CLS Executive Coach (Vice President of Process Improvement) will facilitate three one-hour virtual coaching calls with your Hospital Academy Implementation Team.

STEP FOUR
At the completion of the six-month initiative, your Academy Team will be presented with an *Hospital Academy Service Excellence Certification*

RECOMMENDED EIGHT MEMBER ACADEMY TEAM

- One executive sponsor
- Three hospital leaders
- Three frontline caregivers
- One provider

DURING THE SESSION, YOUR TEAM WILL ESTABLISH

- The highest-priority objectives that can realistically be achieved
- The tools and systems best suited to your hospital's needs
- Clear project ownership
- Practical implementation timelines
- Measures of progress and accountability
- A focused coaching and education schedule

The result is not a report that sits on a shelf.
It is a practical roadmap your team can begin using immediately.

5 Imperatives for a 5 Star Hospital of Choice

ENGAGEMENT AND CONTINUOUS IMPROVEMENT

Create the structure needed to coordinate, prioritize and sustain service excellence.

Resources Include:

- Service Excellence Council Charter
- Hospital Academy™ Implementation Agenda
- Executive coaching and implementation guidance

FRONTLINE ENGAGEMENT AND EMPOWERMENT

Keep service excellence visible, relevant and actionable for every employee; without adding lengthy training sessions.

Resources Include:

- Everyone's a Caregiver® Micro-Webinar System
- Brief, engaging education designed to reinforce essential service excellence practices and inspire caregivers throughout your organization.

LEADERSHIP DEVELOPMENT

Equip leaders with the knowledge and tools to improve accountability, communication, employee engagement and the patient experience.

Resources Include:

- Mastering HCAHPS™ 16-Part Leadership Development Series
- Practical leadership education that helps managers understand the behaviours and systems that influence the patient experience.

HARDWIRING AND SUSTAINABILITY

Move beyond good intentions by establishing practical systems for listening, responding and improving.

Resources Include:

- CareSay™ Suite of Listening and Improvement Tools
- Service-Line Care Promise Implementation Model

HEALTHCARE SERVICE EXCELLENCE CONFERENCE – INSPIRATION AND NATIONAL RECOGNITION

Celebrate progress, recognize your caregivers and connect your team with healthcare leaders committed to service excellence.

Benefits Include:

- You already have been provided scholarships to the annual HealthCare Service Excellence Conference
- Hospital Academy™ includes eligibility to participate in CLS national recognition and incentive programs
- Opportunities to recognize outstanding leaders, caregivers and organizational achievements

YOUR HOSPITAL ACADEMY™ INVESTMENT



FEATURE	Annual Value
Three Executive Coaching Sessions with the CLS Vice-President of Process Improvement	$3,750
Service Excellence Council Charter and Hospital Academy™ Implementation Agenda	$950
Everyone's a Caregiver® Micro-Webinar System	$8,700
Mastering HCAHPS™ 16-Part Leadership Development Series	$5,500
CareSay™ Suite of Listening and Improvement Tools	$9,500
Service-Line Care Promise Implementation Model	$950
Participation in the HCSEC National Recognition Programs	$1,250
Total Annual Value	**$30,600**
CEO Preferred Ignite Client Savings	~~$21,000~~
Your Net Annual Investment	$9,600

No comprehensive three-year commitment.
No complicated implementation burden.
Just focused priorities, proven systems and guided support.



HOSPITAL ACADEMY™

LESS THAN $27 PER DAY

For less than $27 per day, your hospital can continue building on its Ignite momentum, equip its leaders and caregivers with proven resources, and accelerate its journey toward becoming a 5 Star Hospital of Choice™.

Your hospital has already identified the opportunities.

Hospital Academy™ provides the structure, resources and coaching to help your team act on them.

Let's turn your Ignite commitments into lasting improvement.

HOSPITAL ACADEMY™ EXECUTIVE SPONSOR

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