

# CREATING POSITIVE PATIENT EXPERIENCES

## Provide Consistent Patient-Centered Communication from Pre-Registration to Discharge

For hospitals all over the country, HCAHPS scores are emphasizing positive and negative perceptions of quality of care. They play an important role in how patients and their physicians decide where to go for treatment. Patient satisfaction and service excellence are more important than ever before as a driver of improved outcomes and hospitals' bottom lines. RELATE is a proven communication model to improve the patient experience.

According to *The Physicians Executive*, the most common cause of malpractice litigation is failed communication. HealthLeaders attributes 60% of medical and 56% of surgical safety incidents to poor communication. Effective communication has a tremendous and immediate impact on patients, whose entire experience is determined by the level of positive interpersonal interaction at every touch point. While healthcare workers cannot always control the care delivery environment, we can control our ability to communicate effectively. This course focuses on how nurses and other healthcare providers can improve the patient experience and clinical outcomes by enhancing communication skills and applying RELATE, a model for two-way patient-centered communication with patients and their families.

“This effective and receptive communication model has made even the most difficult patient scenario—waiting in the ED—a positive, “wow” experience for many patients/families.”

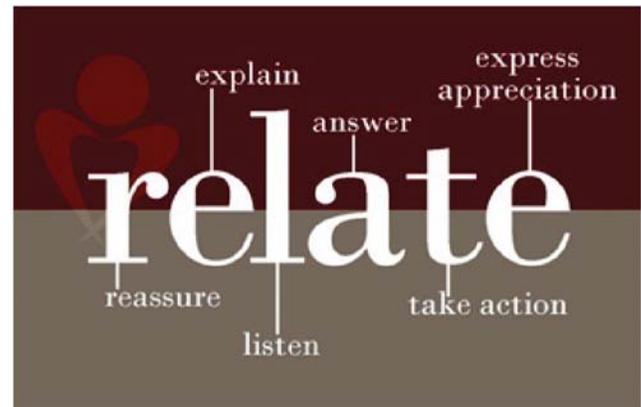
Mary Lou Randolph  
VP Patient Care Services  
Sarah Bush Lincoln Health System

### Impact:

- Increase positive perception of staff and hospital
- Improve HCAHPS scores
- Promote safety and provide comfort

### Features:

- Scenario-based case studies
- Video analysis and debriefing
- Interactive practice exercises that reinforce learning of the RELATE model

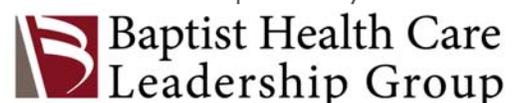


Improve the patient experience and clinical outcomes by applying RELATE, a model for two-way patient-centered communication with patients and their families.

A Continuing Education Activity Sponsored by



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**This course is essential for:**

- Improving patient communication and the impression of your hospital, and HCAHPS scores

**This course supports:**

- Improvement of HCAHPS scores

**Course Objectives:**

After completing this continuing education activity, the participant should be able to:

- Identify the differences between emotional and clinical needs of patients to decrease patient anxiety and promote patient satisfaction
- Identify best practices that can be used to relieve patient anxiety and promote patient satisfaction
- Consistently apply the RELATE model to nurse-patient interactions to promote effective communication

**Accreditation:**

HealthStream is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Accredited status as a provider refers only to continuing education activities and does not imply ANCC Commission on Accreditation endorsement of any commercial products.

**Nurse Planner:**

Rose Moss, RN, MN, CNOR  
Director, Nursing Accreditation/Nurse Planner  
HealthStream; Hendersonville, NC

**About Baptist Leadership Group:**

Baptist Leadership Group is a consulting practice owned by Baptist Health Care, the nationally known pioneer of performance excellence in healthcare. They provide Patient Centered Excellence Consulting—the patient is at the center of everything they do. Our tools, tactics and best practices are evidence-based, outcomes driven, and tested and proven at the living laboratory at Baptist Health Care. Baptist Leadership Group provides custom, individualized coaching that produces measurable, sustainable increases in HCAHPS scores, patient satisfaction, employee engagement, quality outcomes, and profitability.

**User Scale**

- novice
- advanced beginner
- competent
- proficient
- expert

**Recommended For:**

- All hospital employees (clinical)
- All hospital employees (non-clinical)

**About HealthStream**

HealthStream (NASDAQ: HSTM) is a leading provider of research and learning solutions for the healthcare industry. HealthStream focuses on turning “Insight into Action” for leading healthcare providers and suppliers through continuous measurement and adaptive learning.