

Excellence in Patient Experience & Involvement Training

2027 00000 9 – 0000 29
Vienna (Austria)

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Day 2 - Effective Communication in Healthcare

- Active listening, empathy, and emotional intelligence
- Mastering nonverbal communication
- Managing expectations and delivering difficult news
- Communication approaches for diverse patient groups

Day 3 - Building Strong Clinical Relationships

- Establishing trust and rapport
- Shared decision-making and collaborative care models
- Managing patient concerns and expectations
- Strategies for long-term patient engagement and loyalty

Day 4 - Cultural Competence in Healthcare

- Diversity in healthcare settings and its impact
- Addressing language barriers and improving health literacy
- Culturally sensitive care practices
- Building a culturally competent healthcare workforce

Day 5 - Patient Engagement Strategies

- Designing and implementing effective engagement programs
- Using technology to enhance patient involvement
- Tools for patient education and empowerment
- Measuring engagement outcomes and ROI

Day 6 - Enhancing the Care Environment

- Designing healing spaces and patient-friendly environments
- Improving patient comfort, accessibility, and convenience
- Patient-centered policies and service standards
- Mapping and enhancing the patient journey experience

Day 7 - Managing Patient Feedback & Complaints

- Best practices for complaint resolution
- Transforming negative feedback into growth opportunities
- Proactive methods to boost patient satisfaction
- Building a structured, continuous feedback system

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) on it, set against a background of concentric circles.

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Day 8 - Patient Safety & Quality Improvement

- Integrating patient experience into safety and quality initiatives
- Patient participation in quality improvement efforts
- Reducing errors through patient engagement
- Promoting a culture of transparency and safety

Day 9 - Leadership in Patient-Centered Care

- Building a culture that champions patient-centered excellence
- Leading change and managing transformation initiatives
- Empowering teams to deliver outstanding patient experiences
- Aligning organizational strategies with patient-centered goals

Day 10 - Measuring Success & Continuous Improvement

- Key performance indicators and measurement frameworks
- Analyzing patient feedback and experience data
- Designing and implementing continuous improvement cycles
- Developing action plans for sustained improvement

Individual Impact

Participants completing the program will gain:

- Elevated communication skills and deeper patient rapport
- Tools to develop and implement patient-centered initiatives
- Greater confidence in analyzing patient experience data
- Enhanced ability to lead improvement efforts in care environments
- Strategies to increase patient satisfaction and clinical outcomes

Organizational Impact

Healthcare organizations will benefit through:

- Improved patient satisfaction, loyalty, and overall care ratings
- Stronger patient-provider relationships across all touchpoints
- A more empathetic, culturally competent healthcare workforce
- Enhanced care quality supported by continuous improvement
- Better alignment between organizational strategy and patient needs

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) in the foreground. The text 'UK Training PARTNER' is overlaid on the board.

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Training Methodology

This program uses an engaging, experiential learning approach built on:

- Real-world healthcare case studies
- Role-playing, communication labs, and simulations
- Interactive group activities and scenario-based discussions
- Practical toolkits for engagement, assessment, and improvement
- Reflective learning and peer-to-peer collaboration

Beyond the Course

Participants will return ready to:

- Implement patient-centered strategies across their departments
- Lead initiatives that enhance patient engagement and experience
- Optimize care environments and communication standards
- Build a sustainable culture of compassion, safety, and continuous improvement

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) on it, set against a background of concentric circles.

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