



OVERVIEW/VALUE PROPOSITION

Mission:

Helping organizations create patient loyalty and employee commitment by building a culture of compassionate connections.

Overview:

Creating Compassionate Connections™ fills a gap in quality and performance improvement efforts that focus on the employee and patient experience. We believe the heart of the patient experience stems from the relationship between the organization and the employee which directly impacts the healthcare provider/patient relationship. This fundamental relationship is based on a strong foundation of common values, characteristics and behaviors based on compassionate interactions creating organizational commitment and thus excellent patient satisfaction and loyalty.

Business Need:

- Consumer driven healthcare affords patients opportunities to personally choose healthcare delivery system and providers
- Patient satisfaction directly impacts patient loyalty and thus potential revenue
- Patient satisfaction directly links to service orientation skills of caregivers
- Competitive marketplace supports and demands service differentiation
- Advent of social media expedites the ability for consumers to share negative feedback which directly impacts perception of a healthcare organization

Benefits of *Creating Compassionate Connections™*:

Patients:

- Reduced patient complaints
- Increased patient loyalty resulting in referrals and recommendations to consumers
- Less prone to pursue litigation
- Improved patient satisfaction scores

Healthcare Providers:

- Increased retention/less turnover
- Improved engagement and organizational commitment
- Increased productivity
- Improved team effectiveness



Creating Compassionate Connections™ Modules

Discover the Compassion Within

Take a deeper dive into the concept of personal service orientation and learn five key concepts to develop compassion, discover self-awareness and empathy, and use as a foundation to reach out to others beyond expectations during the healthcare service experience.....60 min.

3 Cs of Compassionate Interactions

Learn key components of the patient experience, how to creatively and authentically extend care and service beyond the norm and apply techniques of empathy and awareness to approach patients with compassion, build rapport and earn the trust, respect and appreciation of those receiving care 60 min.

“C” Level Teamwork

Learn and apply key steps to develop working relationships that are sensitive, caring, and mutually supportive, tips to address non-compassionate behaviors, and action steps to legitimize a team culture of caring, communication and connectivity60 min.

Building Bridges – Using Compassion to Close a Conflict Chasm

In this highly interactive session participants will learn techniques to manage conflict with critical thinking balanced with grace, poise and compassion. In addition, participants will learn tips to connect with others empathetically, create self-awareness and “other awareness” to understand personal needs, hear others’ needs and feelings, and build compassionate, communication bridges to support a positive and productive working environment.60 min.

“C” into the Self – using Compassion to be Your Personal Best

Explore techniques to improve personal effectiveness, effectively and positively express needs and manage feedback, practice self-compassion and examine practices to contribute to the goals of the organization while meeting the personal need to refresh and rejuvenate.....60 min.

PRICING AVAILABLE UPON REQUEST