



Everyone's a Caregiver[®] Mastery Series

HCAHPS Hospital of Choice

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

A **Invaluable!**

Educate, engage and empower everyone to provide a world class, compassionate patient experience in just one hour a month for 11 months.

The Everyone's a Caregiver[™] Mastery Frontline Series (EACM[™]), includes:

- HCAHPS skills, competencies, and best practices
 - 34 designed for everyone (5 webinars)
 - 53 targeted for nursing (6 webinars)
- Eleven high impact webinars presented by acclaimed authors



Brian Lee, CSP
Founder of CLS



David Dworski, MA,
Implementation Specialist

- Each webinar includes:
 - A downloadable learning guide
 - Step-by-step "DO IT" implementation recommendations
- The series is equally valuable and relevant for your caregivers in the:
 - Emergency Department
 - Ambulatory Surgery/Outpatient Dept.
 - Medical Practice
 - Skilled Nursing/Long Term Care



“The only thing worse than training an employee and having them leave, is to not train them, and have them stay.”

– Zig Ziglar

- Don't worry, be happy...
If anyone misses a scheduled webinar, they can access the Everyone's a Caregiver[™] Mastery Series most recent videos for two full weeks following the premiere of that webinar.

Learn more about the value and impact of this powerful, proven frontline education program by participating in a special live introductory webinar:

The Power of HCAHPS Frontline Education & Engagement[™] -Brian Lee, CSP



REGISTER NOW



*"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. Great job CLS!!"*
– Jeff Smith, PD, Director of Process Improvement, Harrisburg Medical Center



Everyone's a Caregiver[®] Mastery Series

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

April 6, 2022 [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

May 11, 2022 [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

June 8, 2022 [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

July 6, 2022 [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

August 3, 2022 [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

September 7, 2022 [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

October 5, 2022 [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

November 2, 2022 [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

December 7, 2022 [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

January 11, 2023 [NURSES]

#10 Responsiveness of Staff [42 min]

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

February 8, 2023 [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 2

Be sure to take advantage of two additional sponsored value added EACM™ features:

1 A personal coaching call with author Brian Lee CSP

2 A customized leadership teleconference *The Magic of Frontline Engagement™*

The 12 biggest barriers to frontline engagement & how to overcome them

Contact 1.800.667.7325 ext 2206



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