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The **HCAHPS** Breakthrough Series™

webinars

Transforming the Patient Experience... 1 webinar at a time.

Webinar Series Faculty:



Brian Lee, CSP
Founder of CLS



David Dworski, MA,
Implementation Specialist



1.800.667.7325 customlearning.com

Join us *for this dynamic, high impact, innovative, practical education series designed to achieve breakthrough sustainable improvements in your HCAHPS patient experience survey scores.*

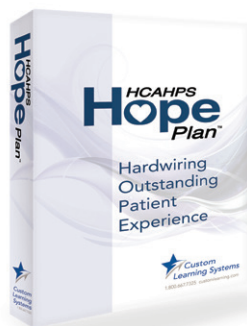
Here's how the HCAHPS Breakthrough™ – Webinar Series works:

- Each webinar will focus on one HCAHPS domain and is crafted to provide participants with a step by step actionable blueprint to sustainably improve their patient experience scores.
- The content has been designed to provide an engaging, educational, how-to roadmap that will captivate the imagination of attendees to successfully drive positive behavioral change at every level.
- Hospitals are permitted and encouraged to enroll 10% of their people, (5% management, and 5% frontline leaders). This high level of participation will create a critical mass of expertise and generate powerful implementation momentum.
- The series will launch with a bonus session for C-Suite Leaders & HCAHPS domain champions by focusing on three critical skill sets needed to lead, plan and systematically leverage the series to achieve their strategic goals.
- Each webinar includes a downloadable Learning Guide that features priority best practice tools, LEAN friendly SOP checklists, and critical implementation skills.
- An important building block for webinar curriculum is the Custom Learning Systems proprietary “HCAHPS HOPE Plan™”, Hardwiring Outstanding Patient Experience, a powerful systematic step by step blueprint to hardwire sustainable HCAHPS improvement.
- As a value-added bonus, every hospital team will receive a complimentary one hour customized Coaching Call with authors Brian Lee, CSP, and/or David Dworski, MA.
- Every registered participant will be emailed a follow up DO IT™ Implementation Checklist, and an attendance reminder for the next webinar.
- Participants who miss any of the scheduled webinar series, or wish to revisit or share the content with other employees, can access the HCAHPS Breakthrough™ Library for one year.
- Every participant will receive an HCAHPS Breakthrough™ Series Certificate of Completion.



A mid-year National Symposium on sustainable HCAHPS improvement, will take place in February, 2015, at the Annual HealthCare Service Excellence Conference (*A conference within a conference*).

- An important focus of the National Symposium Program will be specific Workshops on Engaging & Aligning Ancillary and Support Departments to collaborate for HCAHPS Improvement, including:
 - Emergency Department
 - Critical Care Units
 - Laboratory
 - Physical Therapy
 - Pharmacy
 - Dietary
 - Radiology
 - Housekeeping
- HCAHPS Breakthrough™ partners and their hospitals will receive preferred symposium registration fee discounts.
- Webinar/HOPE Plan authors, Brian Lee, CSP, and David Dworski, MA, will personally lead the webinar series, bringing a half century of training experience, enthusiasm, participant engagement know how and a remarkable blend of combined HCAHPS expertise.



Registration:

Hospitals and Hospital Systems may register directly with Custom Learning Systems based on this published fee schedule:

Full-Time Employees	Hospital
0 - 200	\$ 495
201 - 400	\$ 995
401 - 600	\$1,450
601 - 800	\$1,700
801 - 1,200	\$2,000
1,201 - 1,500	\$2,500
1,501 - 1,750	\$2,800
1,751 - 2,500	\$3,950
Over 2,500	\$4,950



Reduced Fee, Compliments of Your Sponsor

Schedule

The HCAHPS Breakthrough Webinar Series Schedule

All Webinars scheduled on Tuesdays at: 10PT / 11MT / 12CT / 1ET

	Webinar	Date
#1	The C-Suite Role in HCAHPS Transformation	March 18, 2014
#2	Quiet at Night	April 22, 2014
#3	Cleanliness of Patient Rooms	May 20, 2014
#4	Communication about Medicines	June 17, 2014
#5	Communication with Doctors	July 22, 2014
#6	Communication with Nurses	August 19, 2014
#7	Discharge Information	September 23, 2014
#8	Pain Control	October 21, 2014
#9	Responsiveness of Staff	November 18, 2014
#10	Transition of Care	December 16, 2014
#11	Overall Rating	January 20, 2015
#12	Willingness to Recommend	February 17, 2015