



Training Seminars & Conferences


An Intensive 5-Day Training Seminar On

Transforming Patient Experience:

Delivering Care that meets Patient Needs & Preferences

17 - 21 Nov 2019, Dubai
14 - 18 Jun 2020, Dubai
15 - 19 Nov 2020, Dubai



 View Details

www.euromatech.com

An ISO 9001:2015
and ISO 29990:2010
Certified Company

Transforming Patient Experience:

Delivering Care that meets Patient Needs & Preferences

INTRODUCTION

To build a great healthcare organisation's reputation and sustainability, it is very important to reach the "Excellence" by having Patient-focus. This training course provides participants with the knowledge and skills to design and implement a patient experience-based framework to improve the overall performance of healthcare organisations.

EuroMaTech's highly participative Transforming Patient Experience training course will explain how to build high performing and engaged healthcare teams, establish and sustain effective clinical relationships, as well as implement strategies and tools to support patient-centred care.

Participants attending the Transforming Patient Experience training course will develop the following competencies:

- Apply communication skills
- Demonstrate coaching skills
- Implement service excellence
- Patient experience design
- Improve employee and patient engagement

WHO SHOULD ATTEND?

The Transforming Patient Experience training course is ideal for healthcare professionals involved in hospital operations and engaged in the patient care, especially:

- Healthcare Team Leaders
- Department Heads
- Patient Support Services Team
- Operations Team
- Quality Officers
- Head Nurses & Patient Safety Officer

PROGRAMME OBJECTIVES

The primary objective of EuroMaTech's Transforming Patient Experience training course is to enhance the healthcare professionals' skills and knowledge.

Attendance will:

- Increase the awareness and skills of the healthcare patient-focused professionals who are passionate to the patients
- Establish and sustain effective internal and external relationships strategies
- Build a coaching culture that supports exceptional patient-care experience
- Identify the differences in patients' values, preferences and expressed needs

TRAINING METHODOLOGY

Transforming Patient Experience training course will combine presentations with interactive practical exercises, supported by video materials, activities and case studies. Delegates will be encouraged to participate actively in this unique training course by providing their patients' needs.

PROGRAMME SUMMARY

In order to have a modern competitive hospital, you will need to adapt the concept of "Patient-Focus" to enhance your hospital efficiency and reputation. By the end of this EuroMaTech training course on Transforming Patient Experience, participants will be able to know what is meant by "Excellence" in transforming the patient experience in healthcare facility.

PROGRAM OUTLINE

DAY 01

Patient-Focus Orientation

- The 4 Groups of Customers
- Types of customers
- The 7 Customer Behaviours
- Researches Findings
- A Complaint Is a Gift
- How to lose your customers?

DAY 02

Improving Performance

- Communication skills with customers
- Emotional Intelligence
- Establishing Focus
- Fostering Teamwork
- Managing Change

DAY 03

Results Orientation

- Balanced decision making
- Understanding motivation use
- Problem and situation analysis
- Effective Communication
- Body Language
- Sandwich Technique

DAY 04

Healthcare Quality Orientation

- Indicators for Customer Satisfaction
- Cost and Benefits of Quality
- The Continuous Improvement Process
- Sustainable development of Quality
- PDSA Cycle
- Obstacles to achieving Quality

DAY 05

Negotiation Skills

- Negotiation Styles
- Win-Win Negotiation
- 4 Key Concepts in Negotiation
- BATNA, WAP & ZOPA
- Barriers to Agreement
- Skills of Effective Negotiators

IN-HOUSE TRAINING

EuroMaTech is capable of conducting this training programme exclusively for your delegates. Please e-mail us on inhouse@euromatech.ae for further information and/or to receive a comprehensive proposal.

QUALITY CERTIFICATIONS & ACCREDITATIONS

EuroMaTech is proud to be associated with the following accreditation bodies:



The PMI® Registered Education Provider logo is a registered mark of the Project Management Institute, Inc.

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✓	Date	Venue	Fee(\$)
	17 - 21 Nov 2019	Dubai	US\$4,950
	14 - 18 Jun 2020	Dubai	US\$4,950
	15 - 19 Nov 2020	Dubai	US\$4,950

*This fee is inclusive of instruction materials, documentation, lunch, coffee/tea breaks & snack. All Fees are subject to 5% Value Added Tax (VAT).**

Your Details

Name (Mr/Ms):.....
Position:..... Organisation:.....
Address:.....
.....
City / Country:
Telephone / Fax:

Mode Of Payment

- Please find enclosed a cheque made payable to EuroMaTech
 Please invoice me
 Please invoice my company as follows:

Contact Name:
Company Name:
Address:.....

Documentation

High Quality material has been prepared by the Seminar Leader for distribution to delegates. In addition, a special note pad to facilitate note taking will be provided.

Certificates

A Certificate of Completion will be issued to those who attend & successfully complete the programme.

Schedule

Our Course timings commences at 08:30 and concludes at 14:00, followed by lunch on a daily basis.

Hotel Accommodation

EuroMaTech has negotiated special rates for a limited number of rooms in the hotel. Early registration will help to secure a room at the reduced rate.

Registration & Payment

Please complete the registration form on this page & return it to us indicating your preferred mode of payment. For Further Information, Contact Your Nearest EuroMaTech Office.

Cancellation Policy

Request for seminar cancellation must be made in writing & received at EuroMaTech three weeks prior to the seminar date. A U.S.\$250/- processing fee will be charged per delegate for each cancellation. Thereafter, we regret that we are unable to refund any fees due, although in such cases we would be happy to welcome a colleague who would substitute for you.

Disclaimer

EuroMaTech reserves the right to alter the content, location of the Seminar, or the identity of the speakers in case of events beyond our control.

***VAT Announcement:** The Government of UAE have introduced Value Added Tax (VAT) on goods and services from 01-January-2018. In compliance with the legislation issued by the UAE Government, we will be applying a 5% VAT on the fees for all our programs and services offered from January 2018 as applicable and stipulated in the FTA circulars.

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