



An Intensive 5-Day Training Course

Transforming Patient Experience:

Delivering Care that meets Patient Needs & Preferences

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.

Date	Venue	Fee(\$)
12 - 16 Jun 2022	Dubai	US\$ 4,950
13 - 17 Nov 2022	Dubai	US\$ 4,950

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

Virtual learning service available



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.

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.



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Email Address:
info@euromatech.ae

Website:
www.euromatech.com

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

QUALITY CERTIFICATIONS & ACCREDITATIONS



COURSE OUTLINE



Day 1

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 2

Improving Performance

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

Day 3

Results Orientation

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

Day 4

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 5

Negotiation Skills

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

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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: Email:

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:.....

Email:

Documentation

High Quality material has been prepared by the Seminar Leader for distribution to delegates.

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, email us at info@euromatech.ae.

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.

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