

TRANSFORMING THE PATIENT EXPERIENCE

“Creating a Culture of Care, Compassion, and Excellence”

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

This course empowers healthcare professionals to improve patient satisfaction and engagement through empathy-driven communication, service excellence, and continuous improvement strategies. It focuses on understanding patients' expectations, delivering personalized care, and building trust to enhance the overall healthcare experience.

Objectives

- Understand the key elements that define a positive patient experience.
- Learn effective communication and empathy techniques.
- Identify barriers to patient satisfaction and how to overcome them.
- Foster collaboration across teams to improve care delivery.
- Implement strategies to measure and enhance patient experience outcomes.

Why Attend

To gain the skills and mindset required to deliver compassionate, patient-centered care that improves satisfaction, trust, and long-term loyalty.

Target Audience

- Healthcare Managers and Administrators
- Nurses and Clinical Staff
- Patient Relations Officers
- Quality Improvement Professionals
- Frontline Healthcare Workers

Individual Benefits

- Enhanced communication and empathy skills.
- Ability to handle challenging patient interactions effectively.
- Improved confidence in delivering exceptional care experiences.

Organizational Benefits

- Increased patient satisfaction and retention.
- Strengthened reputation for quality and compassion.
- Improved team collaboration and service delivery.

Instructional Methodology

Interactive lectures, real-world case studies, group discussions, role-playing exercises, and patient experience simulations.

Course Outline

- Module 1: Understanding the Patient Experience Journey
- Module 2: Communication and Empathy in Healthcare
- Module 3: Identifying and Overcoming Barriers to Satisfaction
- Module 4: Building a Patient-Centered Care Culture
- Module 5: Measuring and Monitoring Patient Experience
- Module 6: Continuous Improvement and Best Practices

Certification

Participants will receive a Certificate of Completion in Transforming the Patient Experience upon successful completion of the course.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training

Interested in running this course for your team?

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