MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

TRANSFORMING THE PATIENT EXPERIENCE

"Creating a Culture of Care, Compassion, and Excellence"

Schedule

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

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.

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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.

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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? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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