

Shaping Superior Patient Engagement, Quality/Safety Improvements and Increased HCAHPS Scores Through Ethnography Research and Emotional Intelligence Training and Tools



ETHNOGRAPHY RESEARCH FOR HEALTHCARE

- *Observe from the caregiver's perspective challenges of the day.*
- *Identify barriers to passionate patient engagement and accountability.*
- *Share the experiences of patients and family members.*
- *Identify patient-centered improvement opportunities.*
- *Communicate findings to front-line staff and administrators.*
- *Train for superior patient care engagement, quality improvement and increased HCAHPS scores.*

EMOTIONAL INTELLIGENCE TRAINING AND TOOLS

- *Understand the power of how you are perceived.*
- *Focus on specific actions and behaviors that deliver unprecedented patient engagement and accountability.*
- *Learn how to promote authentic patient engagement by leveraging the Four Core Emotional Intelligence skills.*
- *Understand the biological and business case for Emotional Intelligence skills in healthcare.*

Tell a friend!

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