



Patient's Voice® Skill Clinics™



"Our patient satisfaction scores went up, and stayed up."

– Director, Critical Care

"In 40 years, I've seen every service program. This is the best."

– Manager, Clinical Training

"VOICE Clinics are a fun way to learn. I love them."

– RN, Emergency Services

Collaboration, quality, and patient satisfaction

Skill Clinics, from our Thought Leader Customer Focus, are 1-hour, on-site, manager-led workshops developed in hospitals to meet today's demands for collaborative healthcare. Skill Clinics will improve your hospital's 2012 Value-Based Purchasing scores and 2013 Medicare payments — guaranteed.

How? Skill Clinics develop the service skills proven to raise HCAHPS scores, the teamwork skills shown to reduce errors and rework, and the patient involvement skills that reduce re-admissions and engage patients in meaningful use of their EMRs.

To ensure long-term results, the built-in management system implements evidence-based standards that managers track, coach on rounds, reward, and use for defensible Human Resources actions.

The engaging 1-hour Skill Clinics are conducted by unit leaders and directors as trainers and role-models to enhance relevance and transference, and to reduce time off and consultant fees. For one low cost, you obtain extensive evidence-based training content and you establish a world-class leader-driven shared-learning and performance management system.

Unlike single events, e-training, manager-only, and scripting programs that get short-term results, Skill Clinics change long-term behaviors and build a collaborative patient-centered culture. Call us now for a free private webinar.

Skill Clinics

For healthcare employees of all credentials and titles.

Core Skill Clinics

1. Own Each Patient's Experience
2. The 4-Ps of Respect
3. Align to Build Trust and Confidence
4. The KIND Greeting and Manage Expectations
5. Ask and Listen to Each Patient's VOICE®
6. Explain and Instruct for Improved Outcomes
7. Empathize to Save Time and Build Loyalty
8. Delight with GEMs® (Go the Extra Mile)
9. Resolve Complaints & The BlameFree Apology
10. Say "No" with I-Can

Advanced Skill Clinics

11. Improve Ideas and Build Solutions
12. SpeakUp for Patients and Each Other
13. Improve Others' Health Behaviors
14. Share Decisions with Patients
15. Value Diversity and Differences
16. Conclude Completely and Follow up
17. Coordinate and Work as a Team
18. Engage Patients in their EMRs
19. Connect with Phone Skills
20. Manage and Respond to E-Mails

Advantage Performance Group
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Patient's Voice Skill Clinics

Meet Healthcare needs:

- Raise HCAHPS and Press Ganey
- Establish accountable standards
- Develop managers as trainers and role-models
- Implement a shared-learning performance management program
- Establish an internal rapid-response learning platform

Save costs:

- Train at breaks and shift changes
- License and masters to customize
- Reduce travel and consultant costs
- As low as \$1 a Clinic per person

Full Support:

- On-site Train-the-Leader program
- 3-hour Executive Preview Session
- Built-in standards management
- Built-in GEMs® Reward Program
- Online and phone support included

Clinics include:

- Accountable behavior standards
- Validated assessment forms
- 100+ job aids and checklists
- 300+ proven best practices

Customize to your needs:

- Customize multiple versions
- Brand Clinics to your mission
- Build more Clinics with 200+ tools
- Target groups or house-wide

Use to improve:

- Patient satisfaction and loyalty
- Healthcare safety and quality
- Manager and leader development
- Coordination and teamwork
- Productivity and cost-savings
- Staff and physician satisfaction

Customer Focus clients:

- Hospitals, outpatient, clinics
- 50+ Fortune 500 organizations
- National healthcare accreditor
- National healthcare associations

The 80-95%ile Guarantee

For Test Group of 100-200, within 6 months achieve:

- 80+% on 4 of 10 HCAHPS scores
- Or 80%ile on Press Ganey aggregate patient satisfaction ranking

If Test Group is already at 80+%ile:

- Add 5%ile points up to 95%ile

Call or Email Advantage for More Information

- More on the 80-95%ile Guarantee
- Free private webinar
- 3-hour preview session
- Proposal for Test Group Package
- Proposal to implement house-wide



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