Improving the Caller Experience for Healthcare

**Course Outcomes**

This training program for healthcare professionals will:

* Help participants be more effective communicators in person and on the telephone
* Review the importance of empathy
* Help professionals identify broken processes within the healthcare system which negatively impact patients

**Available Formats**

* ½ day or full day

**Course Overview**

Creating fabulous patient experiences every day for every patient is really hard! It's not enough to hire competent staff and hope that they make the right decisions. Every employee and every process impact the patient experience. During this session you will learn what it takes to improve the patient experience when you are communicating on the telephone. Material includes a workbook and a copy of ***101 Ways to Improve the Patient Experience***

**Program Objectives**

At the program conclusion, healthcare professionals will be able to:

* Improve personal effectiveness
* Improve communication skills when speaking on the telephone
* Respond to emotional patients with empathy
* Communicate using positive, hopeful words and phrases
* Identify solutions and techniques for ending the call in a positive way
* Identify broken processes within their healthcare organization

The following outline highlights some of the program’s key learning points. As part of the training program, we will modify the content as needed to meet your business objectives.

**Workshop Outline**

**Why? The Business Case**

Not every patient can be cured but every patient can have a smooth experience when they move through the healthcare system. Healthcare organizations cannot afford to make mistakes and aggravate patients. Disgruntled patients can take to social media and destroy a healthcare organizations reputation or they can sue the healthcare organization.

**Effective Communication**

During this section, we will review effective communication skills which includes speaking and listening. We will focus on becoming a positive communicator. (Tell me what you can do, not what you can’t do. Tell me what will work, not what won’t work. Tell me how to fix the problem, stop complaining about the problem)

**Telephone Etiquette**

We focus on proper telephone etiquette including how to greet the caller, taking messages, placing a caller on hold and ending the call.

**The Difficult Patient**

During this section, we will review difficult behaviors and develop strategies for dealing with the difficult behaviors. We will also review how to diffuse a difficult situation and the importance of empathy.

**The Right Process**

During this section, we will develop some process maps and examine any broken process in the organization. We will look for root cause and ways to improve the process. We might also review LEAN methodology in healthcare.

By the conclusion of this program, healthcare professionals will walk away with improved communication skills and a process improvement plan for improving the patient experience at their healthcare organization.