

2024

# Certificate Programs



# 2024 Certificate Programs

We're driven to empower care delivery teams in creating engaging experiences that promote, foster and strengthen meaningful relationships between providers and patients.

Join us throughout the year in one of our **PX Institute-Approved** Certificate Programs aimed at delivering practical knowledge and lessons from leaders across a wide spectrum of healthcare disciplines—using real-world examples and cases—with opportunities to learn alongside fellow healthcare professionals in interactive, virtual/online cohorts.



Learn more at [healthcareexperience.org/certificates](https://healthcareexperience.org/certificates).

## Compassionate Leadership

Amplifying compassionate practice by nurturing and cultivating a climate of engagement.



## Diversity, Equity & Inclusion:

Building inclusive environments that combat incivility in healthcare.



## Leading for Healthcare Experience Excellence

Achieving retention, employee and physician engagement, patient experience of care, and quality/safety results.



## Health Equity & Patient Experience

Understanding healthcare disparities for individuals and communities, and strategies for improvement.



## Relationship Rounding

Restoring, rebuilding, and reconnecting Senior Leader, Employee, Patient, Physician, and Team Rounding relationships.



## Physician Leadership

Unlocking physician leadership potential that achieves greater patient care, team engagement, quality, safety and performance outcomes.



# 2024 Certificate Calendar (By Month)

Dates subject to change. Contact [info@healthcareexperience.org](mailto:info@healthcareexperience.org) for more information or to pre-register.



MONTH	CERTIFICATE PROGRAM	DATE(S)	PACIFIC	MOUNTAIN	CENTRAL	EASTERN
February	Health Equity & The Patient Experience	February 2, 9	8:00a – 12:00p	9:00a – 1:00p	10:00a – 2:00p	11:00a – 3:00p
April	Leading for Healthcare Experience Excellence	April 5, 12, & 19	8:00a – 12:00p	9:00a - 1:00p	10:00a – 2:00p	11:00a – 3:00p
April	Diversity, Equity & Inclusion	April 25-26	9:00a – 1:00p	10:00a – 2:00p	11:00a– 3:00p	12:00 – 4:00p
May	Compassionate Leadership	May 16-17	6:00a – 10:00a	7:00a – 11:00a	8:00a – 12:00p	9:00a – 1:00p
June	Relationship Rounding	June 14	8:00a – 12:00p	9:00a – 1:00p	10:00a – 2:00p	11:00a – 3:00p
June	Physician Leadership	June 3, 10, & 17	3:00 – 5:00p	4:00 – 6:00p	5:00 – 7:00p	6:00 – 8:00p
August	Diversity, Equity & Inclusion	August 8 & 9	9:00a – 1:00p	10:00a – 2:00p	11:00a– 3:00p	12:00 – 4:00p
September	Health Equity & The Patient Experience	Sept 12-13	9:00a – 1:00p	10:00a – 2:00p	10:00a – 2:00p	12:00 – 4:00p
October	Relationship Rounding	October 11	8:00a – 12:00p	9:00a – 1:00p	10:00a – 2:00p	11:00a – 3:00p
November	Leading for Healthcare Experience Excellence	Nov 7, 14, & 21	8:00a – 12:00p	9:00a - 1:00p	10:00a – 2:00p	11:00a – 3:00p
November	Physician Leadership	Nov 4, 11, & 18	3:00 – 5:00p	4:00 – 6:00p	5:00 – 7:00p	6:00 – 8:00p

# 2024 Certificate Calendar (by Date)



Some programs span multiple days, and some programs are offered multiple times throughout the year. Dates listed below may be subject to change. Contact [info@healthcareexperience.org](mailto:info@healthcareexperience.org) with questions, to request more information or to pre-register.

DATE(S)	CERTIFICATE PROGRAM	PACIFIC	MOUNTAIN	CENTRAL	EASTERN
February 2 & 9	Health Equity & The Patient Experience	8:00a – 12:00p	9:00a – 1:00p	10:00a – 2:00p	11:00a – 3:00p
April 5, 12 & 19	Leading for Healthcare Experience Excellence	8:00a – 12:00p	9:00a - 1:00p	10:00a – 2:00p	11:00a – 3:00p
April 25-26	Diversity, Equity & Inclusion	8:00a – 12:00p	9:00a – 1:00p	10:00a– 2:00p	11:00 – 3:00p
May 16-17	Compassionate Leadership	6:00a – 10:00a	7:00a – 11:00a	8:00a – 12:00p	9:00a – 1:00p
June 14	Relationship Rounding	8:00a – 12:00p	9:00a – 1:00p	10:00a – 2:00p	11:00a – 3:00p
June 3, 10, & 17	Physician Leadership	3:00 – 5:00p	4:00 – 6:00p	5:00 – 7:00p	6:00 – 8:00p
August 8 & 9	Diversity, Equity & Inclusion	8:00a – 12:00p	9:00a – 1:00p	10:00a– 2:00p	11:00 – 3:00p
September 12-13	Health Equity & The Patient Experience	9:00a – 1:00p	10:00a – 2:00p	10:00a – 2:00p	12:00 – 4:00p
October 11	Relationship Rounding	8:00a – 12:00p	9:00a – 1:00p	10:00a – 2:00p	11:00a – 3:00p
November 7, 14, & 21	Leading for Healthcare Experience Excellence	8:00a – 12:00p	9:00a - 1:00p	10:00a – 2:00p	11:00a – 3:00p
November 4, 11, & 18	Physician Leadership	3:00 – 5:00p	4:00 – 6:00p	5:00 – 7:00p	6:00 – 8:00p

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CERTIFICATE PROGRAM	DATE(S)	PACIFIC	MOUNTAIN	CENTRAL	EASTERN
<b>Health Equity &amp; The Patient Experience</b>	<b>Winter:</b> February 2 & 9 <b>Fall:</b> September 12-13	8:00a – 12:00p	9:00a – 1:00p	10:00a – 2:00p	11:00a – 3:00p
<b>Leading for Healthcare Experience Excellence</b>	<b>Spring:</b> April 5, 12 & 19 <b>Fall:</b> November 7, 14, & 21	8:00a – 12:00p	9:00a - 1:00p	10:00a – 2:00p	11:00a – 3:00p
<b>Diversity, Equity &amp; Inclusion</b>	<b>Spring:</b> April 25-26 <b>Fall:</b> August 8 & 9	8:00a – 12:00p	9:00a – 1:00p	10:00a– 2:00p	11:00 – 3:00p
<b>Compassionate Leadership</b>	<b>Summer:</b> May 16-17	6:00a – 10:00a	7:00a – 11:00a	8:00a – 12:00p	9:00a – 1:00p
<b>Relationship Rounding</b>	<b>Summer:</b> June 14 <b>Fall:</b> October 11	8:00a – 12:00p	9:00a – 1:00p	10:00a – 2:00p	11:00a – 3:00p
<b>Physician Leadership</b>	<b>Spring:</b> June 3, 10, & 17 <b>Fall:</b> November 4, 11, & 18	3:00 – 5:00p	4:00 – 6:00p	5:00 – 7:00p	6:00 – 8:00p