

Leading for Healthcare Experience Excellence | About

Leading for Healthcare Experience Excellence is designed as a leadership accelerator program to influence outcomes. It is beneficial to equip established, new, and emerging leaders to support their transition. Each module is based on Healthcare Experience Foundation's national success in cultivating leadership development to achieve retention, employee and physician engagement, patient experience and quality/safety results. This energetic and collaborative learning experience will equip attendees with authentic leadership strategies to and for leaders who are proximate to delivering outstanding care..

- Learners participate in a peer development environment with scenario-based learnings and summary evaluations.
- Learners will discuss latest findings in advancing performance outcomes and engage in special presentations of industry perspectives from leading healthcare organizations.
- Participants complete 12 training hours in a live virtual conference event or self-study virtual recap sessions for necessary make ups
- Learners retain access for six months to a customized learning portal to support continued application and sustainability.

Program Overall Learning Outcomes:

- Apply core leadership principles to advance employee/physician engagement, patient experience and quality outcomes
- Strengthen interpersonal wellbeing to navigate today's healthcare environment
- Expand foundational skills to increase cohesion, engage and retain staff, and foster healthy team environments
- Implement a proven leadership toolkit to move from development to action

For more information T. 877.631.0611 E. info@healthcareexperience.org

To Register for an Upcoming

rogram:

https://sites.healthcareexperience.org/certificates/healthcare-experience-excellence/



Topical Agenda and Learning Objectives | Day 1, 2, & 3

Day One

Objective 1 | Leading for HX Excellence

Attendees will understand the state of the healthcare experience performance, key drivers of improvement, and outline a personal and team action plan.

• Module 1: The State of the Healthcare Experience

Objective 2 | Leading Self

Attendees will learn authentic leadership strategies to boost selfawareness, feel joy at work, lead effectively and navigate daily responsibilities.

- Module 2: Applied Authentic Leadership
- Module 3: The Science of Wellbeing

Day Two

Objective 3 | Leading Others

Attendees will integrate the value of strong relationships, navigate competing priorities, and increase confidence in coaching and giving feedback.

- Module 4: Relationship Building and Reconnecting
- Module 5: Leadership Empowerment Among Competing Priorities
- Module 6: Coaching and Giving Feedback

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Day Three

Objective 4: Teaming with Others

Attendees will learn and apply best practices to increase teamwork, manage healthy conflict, drive outcomes through collaboration

- Module 7: Teamwork, Psychological Safety, and Belonging
- Module 8: Healthy Conflict and Difficult Conversations
- Module 9: Applied Practices to Engage Your Team to Advance
 HX Outcomes



