

Health Equity and the Patient Experience

Certificate - 2 Session Program

February 2nd and 9th, 2024

Time: 11a-3p ET | 10a-2p CT | 9a-1p MT | 8a-12p PT

(each day)



Health Equity and the Patient Experience Certificate | About

The Health Equity and Patient Experience Certificate program is designed to equip leaders, staff, nurses, clinicians, and physicians with knowledge, strategies to interpersonally grow, and meet the demands of today's healthcare environment. Badge earners who participate in this interactive certificate program will develop the ability to be a more inclusive leader.

- Learners participate in a peer development environment with scenario-based learnings and summary evaluations.
- Industry perspectives shared from leading healthcare organizations.
- Participants complete 6 training hours in a live virtual conference event or self-study virtual recap sessions for a total of 6 training hours.

**6 continuing education for PXI's will be offered for certification completion.*

- Participants retain access to a customized learning portal to support continued application and sustainability.

Program Overall Learning Objectives:

- Recognize and understand the baseline concepts of Health Equity and the correlation to impact Patient Experience.
- Apply best practices to create better patient care and interpersonal team relationships.
- Describe practices for equitable environments and strategies to combat inequitable healthcare practices.
- Explore and apply principles of Health Equity to enhance leadership abilities.

For more information
T. 877.631.0611
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About Our Program | How It Works

Unlocking the leadership potential with DEI and Health Equity principles can help your team achieve greater performance results at a time when healthcare needs to differentiate on culture. The Health Equity and the Patient Experience Certificate offered through the Healthcare Experience Foundation implements proven methods to develop leadership skills, while setting participants up for success through a sustainable learning process.

Virtual Classroom

We will engage participants in six modules over two- half day virtual development sessions that focuses on the most pressing topics to expand Health Equity as it impacts patient experience as a pillar of leadership success. We will be utilizing both large and small group discussions as well as interactive learning opportunities.

Reinforcement and Coaching

Our learning reinforcement tools, videos and personalized coaching are designed to support individual growth and help leaders apply what they learned in the program.

Evidence Based Outcomes of Inclusive Leaders

Key Performance Indicators

- Improve employee and physician engagement, and reduce turnover
- Improve patient experience and safety outcomes
- Higher rates of loyalty with staff and patients and physicians

Investment for Certification:

February Session : \$400 individual | *Group Discounts Available*

6 Continuing Education PXE's offered for completion of Certificate Program

For more information and Group Discounts, please contact:

info@healthcareexperience.org

REGISTER HERE - Use Code **MHA50** to receive \$50. off



**Credly Certificate & Sharable
Credentials**



**6-months access to
Healthcare Experience
Academy micro learning
videos and e-resources**



**Exclusive Web Portal for
Participants to access
learning materials**



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Topical Agenda and Learning Objectives | Day 1 & 2

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Building Blocks | Learning Objectives

Module 1 | Health Equity and Patient Experience in the DEI Context

- Explore key working definitions.
- Understanding the impact and role that DEI/ Health Equity has on healthcare interactions.
- Review applied case studies.

Module 2 | National and Organizational Requirements

- Review of National Requirements.
- Understand the responsibilities and opportunities we have in our communities and as individuals.
- Leverage case studies for applied practice.

Module 3 | Individual's Role in Promoting Health Equity

- Apply the Bias Aware(TM) framework to recognize biases and stereotypes that can build or jeopardize patient experiences.
- Use Cultural Humility to ensure appropriate care for diverse patient populations.
- Create patient-centered awareness to build trust, address disparities, and prioritize compassionate, equitable care experiences.

Module 4 | Organizational Strategies for Health Equity

- Explore how Patient Care is influenced by equitable delivery of health services.
- Explore strategies to adopt in team interactions.
- Employ strategies to overcome inequitable healthcare and build trust with their organization and community.

Module 5 | Foundational Applied Strategies Toolkit

- Develop patient experience toolkit to advance health equity and person-centered care.
- Employ practices to influence change in organization and experience of care for patients.

Module 6 | A Coaching Approach Influencing Health Equity

- Apply Coaching Principles to Advance Patient Experience and Health Equity.
- Integrate the Attributes of Inclusive Leadership to Create Better Experience for all Patients.
- Create a communication and action plan for next steps.

[Reserve Your Spot Now](#)

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