

Improve Behavioral Skills Critical for Healthcare Outcomes

“Changing behaviors begins with identifying and understanding individual behavioral tendencies that impact patient safety and the patient experience, including emotional intelligence, in a healthcare context.”

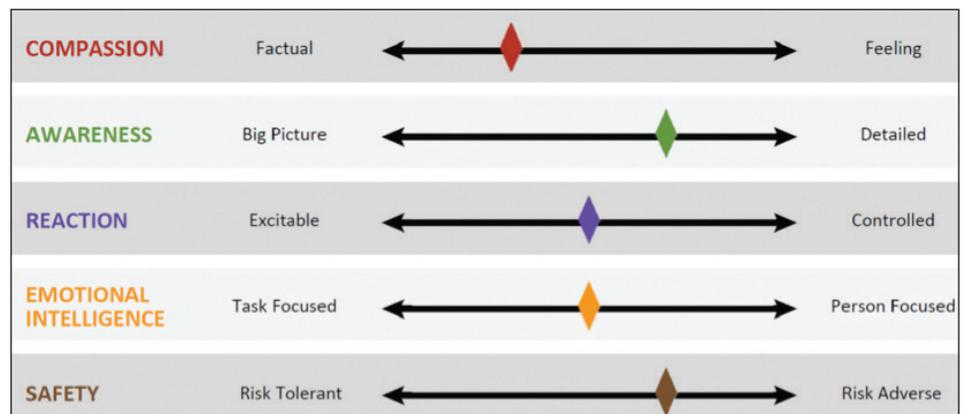
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BUILD SKILLS THAT IMPACT THE PATIENT EXPERIENCE AND PATIENT SAFETY.

Most healthcare professionals are unaware of their natural, behavioral tendencies—behaviors that shape interactions with patients, families, and colleagues. Understanding and changing these behaviors is the missing piece in traditional, process-focused, training.

The **Select C.A.R.E.S. Assessment** is a simple, 10-minute online tool that generates an individualized report showing where individuals are on the continuum of key behavioral competencies. This assessment is designed for anyone who works with patients—physicians, nurses, allied health, as well as technical and support staff. Using this tool, staff can learn how their profile impacts interactions with patients and colleagues and how to change behaviors to improve patient outcomes, patient safety, patient satisfaction, and organizational success.

The C.A.R.E.S. Assessment measures:



IMPACT

Develop individual behaviors that support a patient-centered culture:

- Train people based on their unique behavioral tendencies
- Support onboarding initiatives and existing patient-centered care training
- Improve the patient experience and patient safety by improving individual behaviors

FEATURES:

- All feedback is presented in a healthcare-specific context
- Easy to use—delivered online and takes only 10 minutes
- All of the information is presented in a positive light
- The report provides feedback on the individual's profile in the areas of compassion, awareness, reaction, emotional intelligence, and safety
- The report provides specific recommendations to improve the effectiveness of these interactions
- The report can be used during on-boarding, as part of on-going training, or as the basis for a focused workshop

INITIATIVES AND GOALS SUPPORTED:

- Patient satisfaction initiatives
- Patient safety initiatives
- Efforts to build and support a patient-centered culture
- Efforts to improve staff communication and collaboration skill

RECOMMENDED FOR:

- Physicians
- Nurses
- Allied health
- Technical and support staff

Developed by:

