

Empower Your Internal Champions to Lead Sustainable Change

“Smart leaders aren’t waiting for the government to spell out what’s going to happen; they are moving ahead with strategies and tactics that will work regardless of Washington’s intervention. If they do wait, they fear (rightly), that they’ll be left behind.”

Carrie Vaughn, 5 Strategies that Prove Healthcare is Still a Growth Industry, HealthLeaders Media

CREATE A CULTURE OF ACCOUNTABILITY AND PATIENT-CENTERED CARE

Transform subject matter experts into capable trainers – the most efficient route to achieving your team’s goals of patient experience excellence, cultural transformation, and use of proven tactics to achieve and sustain success – with HealthStream’s Train-the-Trainer solution.

We train your internal champions to administer our proven coaching model, and they in turn train your staff and physicians. This framework ensures internal mastery of skills, greater adoption of process changes, and an efficient way to deploy best practices across every department in a consistent way. Skilled internal champions leverage tactics that sustain change and execute ongoing process evaluation. Upon completion of a Train-the-Trainer program, internal champions are awarded certification in one or more curriculum area: Patient-Centered Communication, Purposeful Rounding, and Vital ConversationsSM.



Our performance management tool that teaches healthcare leaders the art and science of retaining, developing, and disciplining staff members.

IMPACT

- Provide high-quality, focused learning opportunities
- Offer real-time instruction
- Enhance employee knowledge and core organizational expertise
- Quickly and effectively distribute critical subject matter
- Maintain a pulse on where your organization excels and what areas require coaching
- Effectively communicate messages across the entire organization
- Reduce both costs and reliance on outside sources for instruction

FEATURES:

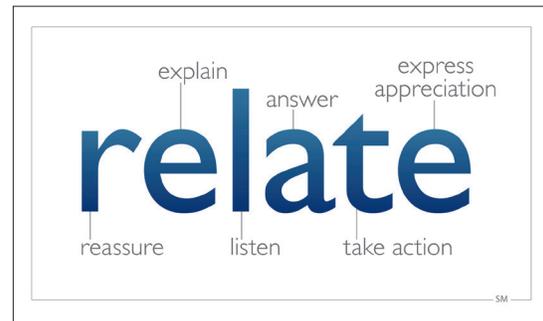
- On-site orientation, training, and coaching to develop leaders as trainers
- Follow-up remote coaching for up to six months after training
- Organizations decide who and how many in-house facilitators to train
- Facilitation guides and participant workbooks are provided for each curriculum
- Curriculum/techniques taught include *Purposeful Rounding*, patient-centered communication tool *RELATE*SM, and *Vital Conversations*SM for performance management
- Official certification awarded after completion of the program

INITIATIVES AND GOALS SUPPORTED:

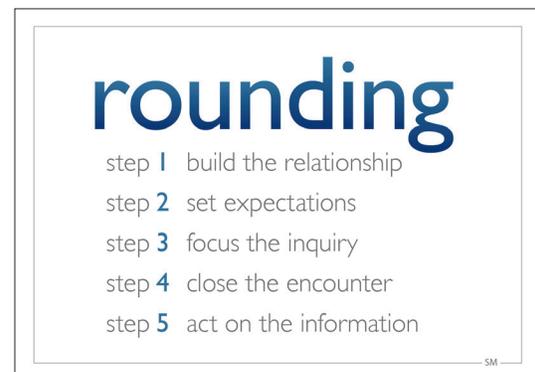
- Remove obstacles to efficient implementation of new strategic initiatives
- Achieve self-sufficiency and sustainable outcomes
- Create a culture of high reliability, accountability, and continuous improvement
- Improve the patient experience and open the door to better outcomes
- Foster an environment where “every patient, every time” is lived by every team member

RECOMMENDED FOR:

- Chief Nursing Officer
- Director of Nursing
- Service Champions



Train your frontline staff on our proven patient-centered communication model.



Teach leaders, physicians, and staff purposeful rounding practices on employees and patients.