MERCURY

Patient Affairs Management (Patient Service, Safety, and Satisfaction)

7 – 11 June 2027
New York (USA)



Dubai - UAE: +971 4 450 5697
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Ref: 15056_1061404 **Date:** 7 – 11 June 2027 **Location:** New York (USA) **Fees:** 7900 Euro

Introduction:

The patient affairs, service, safety, and satisfaction management course has become a hallmark for assessing the excellence of healthcare organizations in delivering high-quality, safe, and satisfying patient experiences. As the front line of patient interaction, the efficiency and effectiveness of patient affairs management can significantly influence an organization's reputation and long-term success.

This patient affairs, service, safety, and satisfaction management program equips participants with the skills to formulate and execute a patient experience framework to enhance their organization's overall performance. Enrollees will discover methods to develop high-performing healthcare teams, foster productive clinical relationships, and execute patient-centered strategies and tools.

This comprehensive patient affairs, service, safety, and satisfaction management training course aims to elevate the standard of patient affairs management. It integrates fundamental concepts with enhanced strategies to ensure exceptional patient service, safety, and satisfaction.

Targeted Groups:

- Management of Hospitals and Healthcare.
- Patient Affairs Managers.
- Patient Affairs Professionals.
- Quality Management in Hospitals and Healthcare Organizations.

Course Objectives:

Upon completing this patient affairs, service, safety, and satisfaction management course, participants will:

- Recruit and engage employees dedicated to delivering compassionate and high-quality patient care.
- Foster effective clinical relationships by utilizing leading communication strategies.
- Promote a culture of coaching that consistently delivers exceptional care and service.
- Recognize and cater to patients' unique values, preferences, and needs.
- Design and implement a patient experience framework that fulfills and surpasses patient expectations.
- Gain insights into bed management within healthcare facilities.

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Targeted Competencies:

Upon completing this patient affairs, service, safety, and satisfaction management training, participants competencies will:

- Communication skills.
- Patient-Centered Care.
- Customer Patient-Focused.
- Patient Satisfaction.
- Patient plan tree construction.
- Understand patient services and care management delivery.

Patient Affairs, Service, Safety, and Satisfaction Management Training:

Given the significant role of patient safety in healthcare, this patient affairs, service, safety, and satisfaction management course includes a comprehensive outline that aligns with a patient safety certificate program.

It ensures that participants pursuing a patient affairs, service, safety, and satisfaction management certificate can access relevant training. We examine the definition of patient safety and delve into the roles of a patient safety specialist and a patient safety manager, emphasizing the practical aspects of patient safety management and patient management services.

Instructive modules on patient satisfaction training underscore techniques for improving patient satisfaction, thereby optimizing the patient experience. We dissect what patient satisfaction entails and engage in exercises focused on improving patient satisfaction. Strategies discussed will benefit roles such as the patient care services manager and the patient services manager.

A segment on patient management includes examining a patient management system and discussing its components. Crucial patient management skills and principles of a patient management course are covered, further preparing participants to take on the role of a patient affairs manager or other engaged staff in patient affairs with greater competence and impact on patient outcomes.

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Course Content:

Unit 1: Building Effective Clinical Relationships:

- Analyze clinical value systems.
- Understand the impact of organizational culture on working relationships.
- Assess clinical relationships for their effect on patient experiences.
- Identify and overcome obstacles within clinical relationships.
- Roadblocks in clinical relationships.
- Explore opportunities to enhance clinical relationships.

Unit 2: The Key Role of Communication:

- Critical aspects of interpersonal communication skills.
- Communication and interpersonal relationship styles:
  - Choice of words.
  - The tone of voice.
  - Eye contact.
  - Body language and gestures.
  - Proper titles.
- Techniques to communicate empathy and compassion.
- Communication methods to enhance patient experience.

Unit 3: Cultural Diversity in Patient-Centered Care:

- Basic concepts of cultural competence.
- Knowing your patients' demographics.
- Practitioners' and patients' approaches to:
  - Health.
  - Illness.
  - Healthcare.
- Differences in patients' values, preferences, and expressed needs.
- Medical decision-making and its impact on the patient/family/community.

Unit 4: Attracting and Engaging Customer-Focused Employees:

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- Attributes and benefits of an engaged workforce.
- Innovative techniques to hire a patient-centered workforce.
- Strategies for recognizing employee commitment to the patient experience.
- Foster employee engagement.
- Create a coaching culture:
    - Core coaching concepts in healthcare.
    - The coaching process.
    - Adopting a coaching culture through leaders and influencers.
    - The impact of coaching on the quality of care and services.
    - Other leadership techniques.

Unit 5: Designing The Patient Experience and Plan Tree:

- Bring Planetree to a community hospital.
- Concepts of experience-based design.
- Gathering experiences from patients, families, and staff.
- Observations.
- Interviews.
- Identifying strengths and gaps.
- The experience-based design framework.
- Manage and deliver an improved patient experience.

Unit 6: Patient Safety:

- Define core elements of a robust patient safety culture.
- Detail system attributes that support patient safety and continuous learning.
- Analyze safety and quality metrics for improvement opportunities.
- Create strategic plans for patient safety or quality enhancement.
- Emphasize Quality Management and Patient Safety.

Unit 7: Patient Satisfaction:

- Investigate critical approaches to boosting patient satisfaction.
- Explore strategies to enhance patient satisfaction.
- Connect patient satisfaction with healthcare quality.
- Utilize patient satisfaction surveys for feedback.

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Unit 8: Patient Services:

- Outline patient services essentials.
- Delve into the patient care experience.
- Manage patient access effectively.

Unit 9: Bed Management:

- Understand hospital bed management systems.
- Role clarification for hospital bed managers.
- Detail the functions of Bed Management Departments.
- Discuss strategies to refine hospital bed management for improved patient care.
- Evaluate the benefit of automated bed management systems.
- Explore the concept and application of bed meetings.
- Optimize Patient Flow.