

# PX101

## PATIENT EXPERIENCE 101

At The Patient Institute, we have the volunteers to present the training and the tools to increase your team's knowledge on **improving your patients' experience.**

**\*\*7 Training Modules based on the Beryl Institute curriculum.**

### PX101 Team Goals

- Build awareness
- Increase motivation
- Develop knowledge and skills
- Practice skills in judgement free environment
- Prepare for usage on the job
- Keep engaged through ongoing activities and reinforcement tools

### PX101 Components

- Define patient experience The
- **ripple** effect of the **patient** experience
- What matters to patients
- Positive patient experience
- Empathy
- Measuring patient experience
- Prepare for service recovery (when patient expectations fail)

### Contact Us

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