

Excellence in Patient Experience & Involvement Training

Hospital Management
Berlin (Germany)
08 - 19 Sep 2025

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Excellence in Patient Experience & Involvement Training

Ref: 321369_133269 **Date:** 08 - 19 Sep 2025 **Location:** Berlin (Germany) **Fees:** 7100 **Euro**

Course Description

This comprehensive 10-day training program equips healthcare professionals with the knowledge and skills to excel in patient experience and involvement. Participants will learn patient-centered strategies, effective communication techniques, and cultural competence to enhance healthcare delivery and patient satisfaction. The course covers key aspects of patient engagement, from building clinical relationships to implementing patient-centered care frameworks.

Learning Objectives

- Develop and implement patient-centered care strategies
- Enhance communication skills for improved patient interactions
- Build cultural competence in diverse healthcare settings
- Design and execute patient engagement initiatives
- Evaluate and improve patient experience metrics
- Create a culture of continuous improvement in patient care

Course Modules

Day 1: Foundations of Patient Experience

- Understanding patient experience and its importance
- Key components of patient-centered care
- Patient experience metrics and measurement
- Case studies in excellence in patient experience

Day 2: Effective Communication in Healthcare

- Active listening and empathy in patient interactions
- Nonverbal communication techniques
- Delivering difficult news and managing expectations
- Communication strategies for diverse patient populations

Day 3: Building Strong Clinical Relationships

- Establishing trust and rapport with patients
- Collaborative decision-making in healthcare
- Managing patient expectations and concerns
- Strategies for long-term patient engagement

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) in gold and silver. The board is checkered and has concentric circles radiating from the center.

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Day 4: Cultural Competence in Healthcare

- Understanding cultural diversity in healthcare settings
- Addressing language barriers and health literacy
- Culturally sensitive care practices
- Developing a culturally competent healthcare team

Day 5: Patient Engagement Strategies

- Designing effective patient engagement initiatives
- Leveraging technology for patient involvement
- Patient education and empowerment techniques
- Measuring the impact of patient engagement efforts

Day 6: Enhancing the Care Environment

- Creating healing and welcoming healthcare spaces
- Improving patient comfort and convenience
- Implementing patient-friendly policies and procedures
- Enhancing the overall patient journey

Day 7: Managing Patient Feedback and Complaints

- Effective complaint handling and resolution
- Turning negative feedback into improvement opportunities
- Proactive approaches to patient satisfaction
- Implementing a continuous feedback loop

Day 8: Patient Safety and Quality Improvement

- Integrating patient experience into safety initiatives
- Involving patients in quality improvement efforts
- Reducing medical errors through patient engagement
- Creating a culture of safety and transparency

Day 9: Leadership in Patient-Centered Care

- Developing a patient-centered organizational culture
- Change management for patient experience initiatives
- Empowering staff to drive patient experience excellence
- Aligning organizational goals with patient-centered care

Day 10: Measuring Success and Continuous Improvement

- Key performance indicators for patient experience
- Analyzing and interpreting patient feedback data
- Implementing continuous improvement processes

A graphic of a chessboard with several chess pieces, including a king, queen, and pawns, arranged on the board. The board is white and black, and the pieces are gold and silver.

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- Developing action plans for ongoing enhancement

Practical Wins for Participants

- Improved patient satisfaction scores and healthcare outcomes
- Enhanced communication skills for better patient-provider relationships
- Strategies to create a more patient-centered organizational culture
- Tools and techniques for continuous improvement in patient experience

A graphic of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a silver knight behind it. The board is checkered, and there are concentric circles in the background.

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