

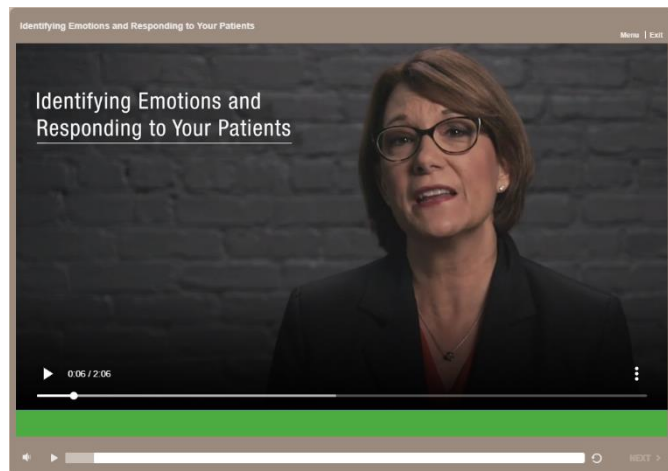
Guide and Equip Caregivers with Practical Tools to Help Reduce Suffering

Press Ganey's Compassionate Connected Care® eLearning Program

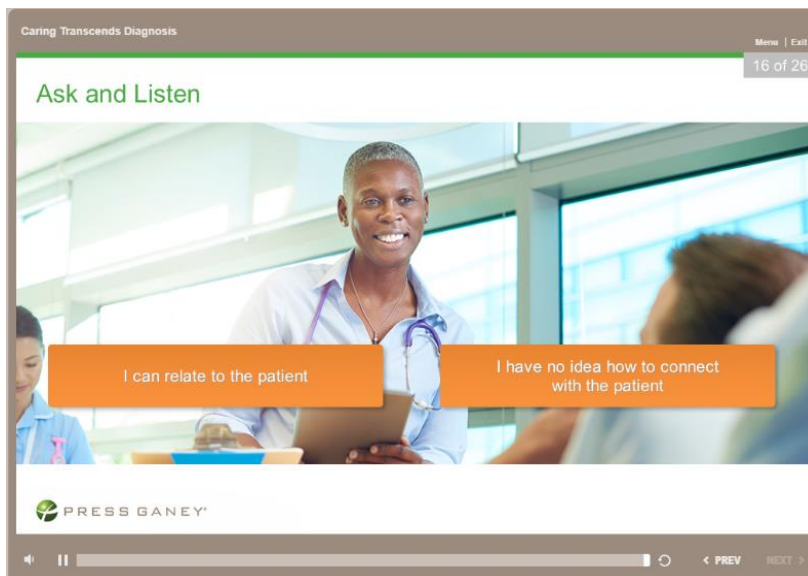
The Compassionate Connected Care eLearning program is an engaging curriculum that quickly guides and equips your organization with practical tools to improve caregiver-patient communication and reduce suffering.

The eLearning program focuses on Press Ganey's Compassionate Connected Care framework: a comprehensive, practical, and transformative approach to reduce suffering at your organization – among patients and caregivers – in your daily work environment.

The curriculum is led by industry thought leader, Christy Dempsey, Press Ganey's Chief Nursing Officer and author of [*The Antidote to Suffering: How Compassionate Connected*](#)



[*Care Can Improve Safety, Quality, and Experience.*](#)



This engaging microlearning helps efficiently, effectively train and develop adoption of the Compassionate Connected Care framework across your organization. The eLearning program complements Press Ganey's comprehensive approach to Compassionate Connected Care training offered by our Transformational Services team. This blended approach to learning

recommends the proper mix of face-to-face and online training best suited for your organization's culture and experience implementing educational programs for staff and leaders.

Keep Learners Motivated with Engaging, Interactive Microlearning

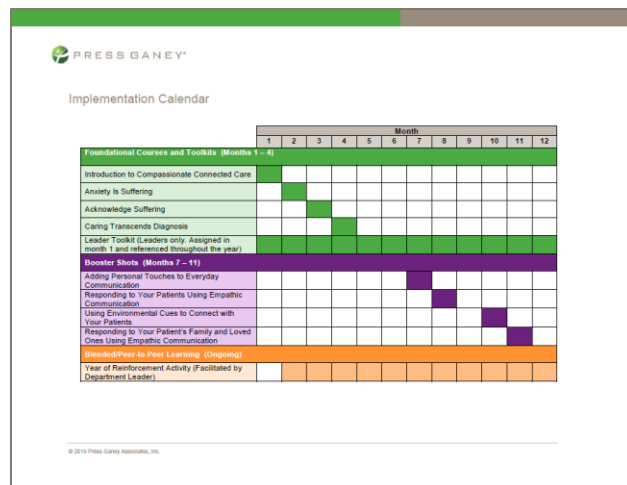
Offered on the HealthStream® platform, the Compassionate Connected Care eLearning program helps individuals self-assess their awareness and understanding of suffering, and stay motivated to complete each module through interactive videos, animation, and guideposts along the way. Leaders can easily reinforce learning throughout the year with quick “Booster Shot” exercises. Key features include:

- Brief 5-20 minute modules on the first three themes of Compassionate Connected Care
 - Anxiety is Suffering
 - Acknowledge Suffering
 - Caring Transcends Diagnosis
- Example “Booster Shot” exercises:
 - Adding Personal Touches to Everyday Communication
 - Using Environmental Cues
 - Responding to Your Patients Using Empathic Communication
 - Responding to Family and Loved Ones with Empathic Communication

Leaders Easily Implement and Reinforce Key Concepts with Teams

The eLearning program makes it easy for leader to implement and reinforce the key concepts in the training. With a built-in support toolkit that teaches managers the Five Keys to Sustainable Skills Transfer, the program provides downloadable, tangible tools to sustain performance through blended and peer-to-peer learning. The leader toolkit includes:

- Best practice tips and observation checklists
- Action planning templates
- A “Year of Reinforcement” video-based exercises to complete each month during team meetings



The Implementation Calendar is a grid showing the schedule for various activities over a 12-month period. The columns represent months 1 through 12. The rows represent different components of the program, including foundational courses, leader toolkits, and reinforcement activities.

	1	2	3	4	5	6	7	8	9	10	11	12
Foundational Courses and Toolkits (Months 1–4)	[Green bar]											
Introduction to Compassionate Connected Care	[Green]											
Anxiety is Suffering		[Green]										
Acknowledge Suffering			[Green]									
Caring Transcends Diagnosis				[Green]								
Leader Toolkit (Leaders only. Assigned in month 1 and referenced throughout the year)	[Green]	[Green]	[Green]	[Green]	[Green]	[Green]	[Green]	[Green]	[Green]	[Green]	[Green]	[Green]
Reinforcement (Months 7–11)	[Purple bar]											
Adding Personal Touches to Everyday Communication								[Purple]				
Responding to Your Patients Using Empathic Communication									[Purple]			
Using Environmental Cues to Connect with Your Patients										[Purple]		
Responding to Your Patients' Family and Loved Ones Using Empathic Communication											[Purple]	
Blended/Peer-to-Peer Learning (Ongoing)	[Orange bar]											
Year of Reinforcement Activity (Facilitated by Department Leader)	[Orange]	[Orange]	[Orange]	[Orange]	[Orange]	[Orange]	[Orange]	[Orange]	[Orange]	[Orange]	[Orange]	[Orange]

Equip Your Teams with Tools and CE Credits to Help Reduce Suffering

Individual learners earn 2.25 hours of nursing continuing education (CE) for completing Compassionate Connected Care, Volume 1. In support of improving patient care, Press Ganey is accredited by the American Nurses Credentialing Center (ANCC) to provide continuing education for the health care team.

Contact Press Ganey today to learn more at (800) 232-8032.