

PRESS GANEY STRATEGIC CONSULTING: COMPASSIONATE CONNECTED CARE® SOLUTION

Guide and Equip Caregivers with Practical Tools to Help Reduce Suffering

The *Compassionate Connected Care Solution* is an engaging combination of self-paced eLearning and health care leader-led curriculum that guides and equips your organization with practical tools to improve care.

Offered on the HealthStream® platform, Compassionate Connected Care eLearning 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.

The microlearning format offers brief 5-20 minute modules on the six themes of Compassionate Connected Care: Anxiety is Suffering, Acknowledge Suffering, Caring Transcends Diagnosis, Body Language Matters, Coordinate Care, and Autonomy Reduces Suffering

EQUIP YOUR TEAMS WITH TOOLS AND CE CREDITS TO HELP REDUCE SUFFERING

Individual learners earn 4.5 hours of nursing continuing education (CE) for completing the course. Press Ganey is accredited by the American Nurses Credentialing Center (ANCC) to provide continuing education for the health care team.

KEEP LEARNERS MOTIVATED WITH AN ENGAGING, BLENDED APPROACH TO TRAINING

The eLearning program complements our comprehensive approach to Compassionate Connected Care training offered by our team of strategic consulting experts. This blended approach to learning recommends the proper mix of training methods best suited for your organization's culture and experience implementing educational programs for staff and leaders.

Leaders can easily reinforce learning throughout the year with quick exercises to boost learning, for example:

- 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

The Compassionate Connected Care Solution makes it easy for leaders to implement and reinforce key concepts. A built-in support toolkit teaches managers the Five Keys to Sustainable Skills Transfer and provides downloadable, tangible tools to sustain performance through blended and peer-to-peer learning.

Contact us today to learn more about implementing *Compassionate Connected Care eLearning* at your organization at www.pressganey.com or 1.800.232.8032.