

Sweeney Healthcare Offering:

Patient Experience Workshop Development

*Recognizing Patient Fears...
Exercising Empathy.*

Development by *Colleen Sweeney*

(3 month creation, fully customized to your organization to maximum the patient experience for new and current employees)

Sweeney Healthcare Enterprises will work with **organizational leaders** to develop a **Patient Experience Workshop** to train both new and seasoned employees on **standardization of care, unwavering delivery of your brand, and patient-centered care.**

Because each *experience is designed* to meet the needs of the specific organization, the time allotted for training sessions and program content will be decided together.

The program delivery and content promises **to be experiential and memorable** for those attending the **Patient Experience Workshop.**

A "train the trainer" approach is recommended, with each organization determining who should be involved.

Comprising of:

- Conference call with key leadership
- Conference call with project team
- Train the Trainer presentation/education (4 – 5 hours)
- Debriefing on program developed (same day)
- Unlimited e-mail support
- Supports calls as needed
- Duration: three months

