

Focus on the patient experience -

Creating great places to receive care

Virtual Workshop

**Would you trust your loved ones to the care of your health service?
Are you confident that they would receive consistent, high-quality care and a positive experience for the duration of their care?**

As healthcare leaders, the patient experience is at the heart of what we do. It is a key element of providing excellent, safe care to our patients. Every interaction, the quality of our systems and process and the physical environment all impact on the experience for our patients.

This practical, virtual workshop will support you as a leader to:

- Build trust and improve the experience for patients and their carers
- Create an environment that is a better place to provide and receive care
- Improve the quality and safety of care for your patients
- Implement practical tools focused on the 3 P's - People, Processes and Place
- Decrease complaints and build consistency in the patient experience

Sharpening Your Leadership Skills Workshops

Whether you are an emerging, new or experienced leader, our virtual workshops will equip you with the knowledge and practical tools to enhance your leadership capacity and capability.

To register use the QR code or visit our website.



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VIRTUAL WORKSHOP DETAILS

Date: Thursday 4th July 2024

Time: 10:00am - 12:00pm (AEST)

Price: \$210*

This virtual workshop will include:

- Handouts
- Keynotes, discussions and practical tools
- Live chat opportunities to ask questions and share experiences
- **Earn up to 2 CPD points**

The workshop will be held using the Zoom platform

* Discounts for groups of 3 or more are available. Please contact our office to arrange.

