

OUR PROGRAM WRITERS, EDUCATORS, COACHES AND EVALUATORS:

Skillset:

- Are clinicians with advanced education in clinical training/care.
- Have excellent communication skills.
- Are committed to life-long learning.
- Respond to innovations in practice and changes in the practice environment.
- Are scholars in the development of the health care and ethics.

Roles and Responsibilities:

- Design, implement, revise and evaluate formal academic programs.
- Educate and guide staff at all learner level.
- Provide leadership for implementing evidence-based practice.
- Provide on-going consultation and support as a coach.

REFERENCES

Creating the Organizational Foundation for Joy in Medicine. Sinsky C, Shanafelt T, Murphy ML et al. *Steps Forward*. 2018 American Medical Association

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5 Ways Your Hospital Can Benefit from Patient-Centered Care. Kimball R, Jr. *Becker's Hospital Review*, May 2015

Which Dimensions of Patient-Centeredness Matter? Results of a Web-Based Expert Delphi Survey.
<http://journals.plos.org/plosone/article?id=10.1371/journal.pone.0141978>

Improving the Patient Experience by Implementing Patient-Centered Care in a Community Hospital. Billingsley R. *Doctor of Nursing Practice (DNP) Projects*. 2015. <https://repository.usfca.edu/dnp/70>

A Practical Approach to Ethical Decisions in clinical Medicine. 8 ed. Jonsen A. and Siegler M. McGraw-Hill Education 2015

Patient-Centered Care: What It Means and How To Get There. *Health Affairs Blog*, January 24, 2012. DOI: 10.1377/hblog20120124.016506

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ACHIEVING OPTIMUM PATIENT-CENTERED CARE

Patient-Centered Care (PCC):

Patient-centered practitioners focus on improving different aspects of the patient-practitioner interaction by employing measurable skills and behaviors. This type of care can be employed by practitioners in any setting, and it is effective across disease types.

Integrating PCC Competencies and Clinical Medical Ethical Principles Promotes OPCC:

- ✓ Attending to patient understanding and competency
- ✓ Understanding patients quality of life
- ✓ Identifying patient life situations effecting patient's healthcare decisions
- ✓ Weighing benefits and burdens as defined by patient
- ✓ Providing all options consistently for every patient
- ✓ Working in interdisciplinary teams
- ✓ Applying quality improvement
- ✓ Utilizing informatics
- ✓ Respecting patient autonomy

IMPACT OF OPTIMUM PATIENT-CENTERED CARE FOR ORGANIZATIONS

Patient

- Improves patient engagement & satisfaction.
- Creates a more satisfied workforce.
- Lowers cost of recruiting, replacing and retraining staff.
- Reduces burn-out and moral distress, improving retention of clinical staff.

Workforce

Bottom-line

- Reduces unnecessary, unreimbursed readmissions.
- Reduces patient errors.
- Decreases organizational costs.



The Product

Two-Phased Approach and Certificate of Completion

Phase 1

Program Introduction Conference

- Theory related to program-specific topic
- Program goals and objectives

Phase 2

Customized On-site Demonstration

- Applying the theory to practice

Some HCP Topic Areas

- Preventive Care
- Long-term Care
- Hospice
- Oncology
- Pediatrics
- Psychiatry/Mental Health
- Acute Care
- Home Care
- Cardiology
- Family Health
- Geriatrics

Certificates of Completion

Certificates will be awarded to those who successfully complete both phases of each program.