

Carol Price
“Professionally Speaking”

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A Different Kind of Speaker
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Program Title		“Circle of Excellence In Healthcare”	
Hours	3 - 5	Presentation Format:	Microsoft PowerPoint
Course Description		<p>A program to increase the positive communication between health care providers and the patient. We know that positive relationships between providers and patients contribute to greater compliance and better medical outcomes. There is a clear correlation between improved clinical results and how actively the Physician, Nurse and staff listen to patient concerns, answer questions and communicate treatment options. To achieve positive outcomes, it is vital for providers to communicate in a style that is comfortable for each individual patient and the family involved.</p>	
Highlights		<p>The skills offered in this program will not only make provider / patient communication easier, but they will truly reflect the difference one person can make within a system – no matter how large or small. Large medical systems are actually made up of small person to person service providers. You can make the experience with you – significant.</p>	
Special Points		<p>Participants will:</p> <ul style="list-style-type: none"> • Describe the basic tenets of service excellence • Recognize the expectations and motivations of today’s patient • Identify how patients today are different than the patients of 10 years ago, and allow that information to guide new behavior • Implement simple attitudinal and behavioral changes that will change good care into excellent care to achieve the best outcomes • Identify the 3 “Circle” Laws of Service Excellence • Analyze what all healthcare providers “sell” and accept that in this context – it’s not a bad thing to do • Identify the #1 complaint from almost all patients – and begin the process to eliminate it 	