

Patient-Centred Experience & Design Program

Lead the Design and Improvement of Patient and Family-Centred Healthcare

Go the distance

CHA Learning will prepare you to:

- Partner with patients and families
- Change organizational culture
- Map the patient journey & design effective experiences
- Improve patient satisfaction

PROGRAM OVERVIEW:

- Patient & Family Centered Care & Engagement
- Patient Centered Leadership
- Implementation & Sustainability
- Experience-Based Mapping & Design

supported by:



This comprehensive online program combines leading research and knowledge about patient and family-centred care (PFCC), engagement and experience with concrete tools learners can apply locally. The result is an outcomes-based, practical, relevant program that provides learners the opportunity to become leaders throughout and across the health system, and improve the care experience for patients, their caregivers, and loved ones.

This program incorporates evidence-based tools, techniques and examples from foremost organizations and thought leaders in the field, including the internationally acclaimed Experience Innovation Network. This network was established by Vocera and the USA's very first Chief Patient Experience Officer, Dr. Bridget Duffy.

Through this program, healthcare professionals, individually or in teams, will learn about the concepts of patient and family-centred care and engagement, and how organizations and individuals can and must partner with patients and families to effectively provide high quality healthcare. Participants will learn how to build relationships that support patient-centred care and organizational culture, and acquire knowledge skills and tools to effectively lead engagement and healthcare design initiatives.

This program is aligned with the Accreditation Canada Standards and the LEADS in a Caring Environment leadership framework.

This program is designed for:

- Individuals who want to understand PFCC and how to engage patients and families.
- Teams who want to operationalize PFCC and lead change in their organization.
- Organizations wanting to train staff to bring PFCC and engagement programs to life and change culture.
- Any healthcare professional from across the continuum of care, at any level.

Course length: Approximately 100 hours of study, up to 1 year to complete at your own pace, on your schedule.

Cost: \$1,995 (inquire about special rates)

For more information about team registration, please contact us.

Our mission

CHA Learning is dedicated to providing education opportunities to Canadian health service providers, regardless of their geographic locations.

Contact Us

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Discover CHA Learning... and let us help you go the distance

CHA Learning has been developing the health leaders of tomorrow for over 65 years by providing them with the knowledge and skills to be successful today. As the professional development branch of HealthCareCAN, CHA Learning uniquely understands our pan-Canadian health system and the learning needs of those who work in this challenging but rewarding sector. And since most of our students are already working within healthcare, our flexible part-time studies allow students to learn online wherever and whenever... while continuing to work and maintain their personal and professional lives.

CHA Learning has a program designed for you, whether you're seeking training in health services management, long-term care, quality improvement and patient safety, food service management, health information management, or governance. Our online, collaborative learning environment means students are supported by healthcare experts and professionals from across Canada.

CHA Learning is proud to have helped tens of thousands of health professionals be successful in their health leadership careers from communities large and small. In our programs, students will experience the richness of this whole country – and learn from the experience of those who work in health care. Throughout your studies, you will be supported by professional, friendly and committed staff ... because we're here to make a difference too.

Visit www.healthcarecan.ca/learning to start your journey today!