



MASSACHUSETTS

JOIN OUR PATIENT EXPERIENCE CHAMPIONS LEAGUE

We invite you to join our new Patient Experience Champions League to learn about evidence-based best practices to better support and engage with your patients.

In this program, we'll host monthly Patient Experience Champion meetings on improvement topics such as survey management, goal setting, project management, and more!

HOW WILL THE CHAMPIONS LEAGUE WORK?

Each organization or provider practice that joins the League will appoint a Patient Experience Champion. This can be a member of the frontline staff, a practice manager, or leader at the practice.

The Champion will be expected to:

- Attend and actively participate in monthly virtual meetings (1-hour sessions)
- Share learnings with their practice
- Partner with the practice manager or leader to design and implement patient experience initiatives

WHO IS A PATIENT EXPERIENCE CHAMPION?

- Is selected by leadership to support patient experience initiatives within the organization or practice.*
- Has good communication and interpersonal skills.
- Is seen as a role model and willing to initiate and embrace change.
- Fosters best practices and a positive patient experience culture among all staff
- Demonstrates service excellence behaviors in every patient interaction.

*Please speak to your leader before registering.



Sign up for the Champions League!

We want to work with you to create a community for collaborative learning. Please let us know you'd like to be a part of this collaborative new Patient Experience Champion League!

Scan the QR code below to register.



LEARN MORE

We hope that you'll join us in this collaborative effort to improve patient experience. To learn more, contact:

• Jason Ruda, MS, CPXP

(Certified Patient Experience Professional)

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