



**AT
A
Glance**

Video Documenting & Disseminating Your Provider's Best-Practices
With the Goal of Increasing Provider/Patient Satisfaction, Mitigating Burn-out & Improving HCAHPS Scores

I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel. – Maya Angelou

Medical Educational Resources are vibrant video teaching tools created specifically for your organization by documenting and disseminating your 'best-practice' providers. These assets are continually made available to students, Residents, and everyone who impacts the patient/family experience. Your 'best-practice' providers connect to and positively impact patients and their families. They are medical and care providers who've successfully mitigated compassion fatigue and burn-out.

Our unique and trademarked “**Guided Conversations™**” **interview process** requires little to no preparation and encourages seasoned providers to re-call teaching moments and behavioral insights worthy of preserving and passing forward.

Disseminating Medical Educational Resources is key to driving change. Once created, Resources are continuously disseminated to audiences throughout your network on personal devices, 1-minute email links, closed-circuit programming (*HealthStream*), pre/post Rounds, weekly meetings, in-house libraries, town meetings, orientations and may be re-edited and selectively used for fundraising, recruiting and community outreach (PR). These become Legacy assets.

Short and long-form anecdotally shared experiences, behavioral insights and lessons-learned are personal and authentic. They draw on '**Emotional Intelligence**' to drive **change**. They exemplify optimized communications, compassion and empathy and self-care to maintain a healthy career. They serve to increase bi-directional provider/patient satisfaction, help to mitigate compassion fatigue, burn-out and work to improve HCAHPS scores.

'**Pulse**' **Surveys**' assess program usability, perceived value and effectiveness. Audiences are encouraged to suggest add-ons, additional viewing platforms and to nominate associates with additional content to be documented and disseminated.

Objectives

Exemplify/Disseminate Practices of Compassion & Empathy
Document/Disseminate Provider Self-Care Practices
Inspire Methods/Tools for Better Communications
Heighten Visibility of Best-Practice Providers
Drive Students/Residents to 'Resources'
Expand a 'Living/Learning' Library

Goal

- Standardize 'Best Practices' for Improved Performance
 - Significantly Reduce Provider Fatigue/Burn-out
 - Optimize Provider/Patient Communications
 - Increase Provider/Patient Satisfaction
 - Identify Mentors - Surface Others
 - Revitalize Meaning & Purpose
 - Improve HCAHPS Scores

Audiences Served

Students, Residents, New Hires, PA's, Nurses,
Case Managers, Hospitalists, Physicians
Specialists, Patients and their Family's
Community & Potential Donors

***Nobody cares how much you know, until they know
how much you care.** - Theodore Roosevelt*

Medical Educational Resources are an innovative, personalized and authentic method to educate, inspire, mentor and share your organization's best practices. These resources work to optimize provider/patient satisfaction, mitigate compassion fatigue and burnout and to help everyone understand how much you care.

View brief video medical educational resources @
www.medicaleducationalresources.com
(password protected to maintain network privacy)
Password provided upon request