

RSQ® Solutions

Patient Satisfaction & Experience Course List

SUMMARY: | The **PatientSET™ Program** emphasizes the importance of mastering excellent provider-to-patient communication skills through video-based examples. In addition to improving patient experience scores that contribute to value-based reimbursement, this suite of courses helps reduce the organization's frequency of malpractice litigation.



PATIENTSET™		Provider	Nurse
<i>PatientSET™</i> : Introduction for All Healthcare Providers		✓	
<i>PatientSET™</i> : Hospital Best Practices High-Risk Videos ▶		✓	
<i>PatientSET™</i> : Office Best Practices High-Risk Videos ▶		✓	
<i>PatientSET™</i> : Introduction for Nurses			✓
<i>PatientSET™</i> : HCAHPS Videos for Nurses ▶			✓
<i>PatientSET™</i> : Healthcare Customer Service for Nurses			✓
<i>PatientSET™</i> : Nursing HCAHPS & Communication Annual Review for Nurses			✓
<i>PatientSET™</i> : Healthcare Customer Service for Other Employees			

▶ Audiovisual content

Learn More About This Program

The Sullivan Group is accredited by The Accreditation Council for Continuing Medical Education (ACCME) to provide Continuing Medical Education for physicians. The activities have been approved for *AMA PRA Category 1 Credit™*.

This nursing continuing professional development activity was approved by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91)