

The Patient Experience Post

Healthcare's Resource for Service Excellence
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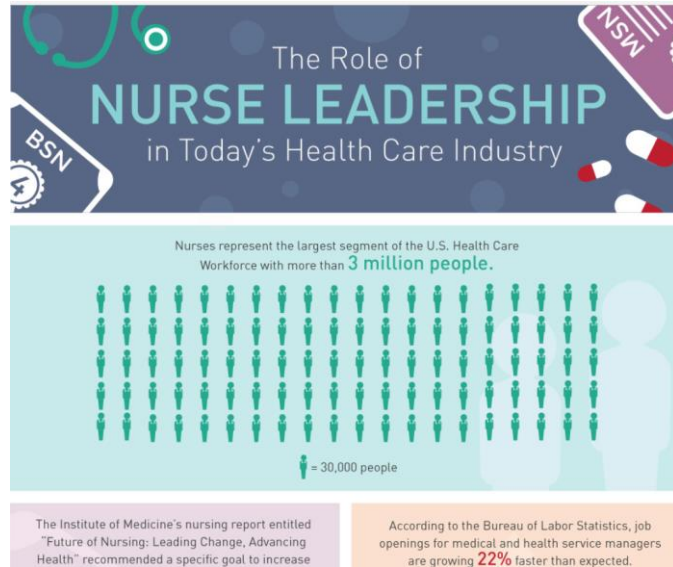
Since the mid-1990s, Baird has helped healthcare organizations nationwide improve the patient experience and enhance organizational culture. Baird's culture assessment and diagnosis include experience mapping, medical mystery shopping, and focus groups to reveal the real customer experiences within your organization. Using your patients' experiences, Baird and her team prescribe critical next steps for improving patient satisfaction and HCAHPS scores.

Good Read: *The Role of Nurse Leadership in Today's Healthcare Industry*

By Kristin Baird, RN, BSN, MHA

The importance of nurse leadership is growing and changing. This infographic by Maryville University describes the different skills necessary to be an effective nurse leader as well as the generational differences that exist in the industry.

<http://online.maryville.edu/resources/nursing/infographics/the-role-of-nurse-leadership-in-todays-health-care-industry/>



To learn more about the [Baird Model for Service Excellence](#), employee engagement or leadership development workshops, or to sign up for her FREE newsletter, write to info@baird-group.com.