The Nurse/Patient Partnership

Nurses are pivotal to the patient experience. As America’s most trusted professional, nurses have a unique role in delivering safe, high quality, and memorable care. The Nurse/Patient Partnership encompasses a comprehensive approach that prepares both staff nurses and nurse leaders for an organized and accountable approach to improving the patient experience.

Staff Nurse Session
This session is designed to heighten nurses’ awareness of how they affect the patient experience and give them practical tools for engaging patients in memorable encounters.

Objectives for staff sessions are to:
- Define the desired patient experience and raise empathy for the patient and family
- Examine how nurses influence the patient experience (and, ultimately, HCAHPS scores)
- Explore 4 essentials of a positive, memorable patient experience
- Review GREAT CARE as a tool for systematically managing patient encounters
- Demonstrate GREAT CARE using role play scenarios
- Create a personal action plan for success

Presented by experienced nurses, facilitators are seasoned in both the clinical and patient experience arenas. Sessions are 2 hours long and are optimal for groups of 20 – 25 staff nurses. Participants each receive a 12-page workbook to help foster learning and encourage continued reflection beyond the training session.

Nurse Leaders
This 2-hour session focuses on holding staff accountable for consistent performance. In addition to reviewing the Nurse/Patient Partnership curriculum, participants will learn and practice key coaching skills that reinforce desired nurse behaviors.

Objectives for nurse leaders are to:
- Review the Nurse/Patient Partnership curriculum
- Examine the nurse leader’s unique role in improving the patient experience
- Learn a simple, but memorable coaching method to hold staff accountable

Nurse leaders receive tools for bridging the training back to daily operations. The Nurse Leader workbook contains activities the leader can use to continue reinforcing staff learning and to apply lessons in a meaningful way.