



Feel like the HEART'S been taken out of patient care?

Baird Group helps keep your nurses engaged, inspired and energized.



Re-energize YOUR Patient Experience with the Nurse/Patient Partnership®.

Nurses are the heart of patient care and thus pivotal to HCAHPS. Yet the intense focus on “scores” leaves nurses feeling frustrated and overwhelmed with seemingly unrelated tactics. The **Nurse/Patient Partnership** offers both staff nurses and nurse leaders a comprehensive approach to engage, inspire and empower nursing, while keeping the heart in patient care.

Developed by Nurses, for Nurses. Taught by Nurses.

Developed by Kristin Baird, RN, CEO and founder of The Baird Group, the **Nurse/Patient Partnership** is an engaging, 2-hour course taught by nurses with both clinical and leadership experience. Both staff nurses and nurse leaders receive an in-depth workbook to reinforce learning and encourage continued discussion.

Session for Nurse Leaders: Keys to Success

Nurse leaders will learn and practice leadership skills needed for accountability and consistent nurse performance by:

- > Examining the nurse leader’s unique role in improving the patient experience
- > Learning an empowering coaching method to reinforce staff accountability
- > Reviewing how the **Nurse/Patient Partnership** engages staff nurses
- > Receiving tools to bridge the training back to daily operations in a heartfelt way



“I have a new appreciation for how we (nurses) influence the patient experience.”

–staff nurse

Session for Staff Nurses: Guidelines to Engage

Groups of 20-25 staff nurses learn to recognize and appreciate their essential role in every patient experience. Our practical, every day tools and interactive scenarios heighten nurses’ awareness of how to engage patients in memorable encounters by:

- > Defining the “Four Essentials” necessary for the ultimate patient experience
- > Examining how nurses simultaneously influence patient experiences and HCAHPS scores
- > Role-playing in scenarios to improve communication and raise empathy
- > Creating a personal action plan for success using our G.R.E.A.T. C.A.R.E. model

Keeping the Heart in Patient Care

In this fast-paced, ever-changing healthcare environment, the Baird Group can help nurses engage their heart, keep their focus and recognize the amazing part they play in the life of every patient they touch. Let us show you how. **Call today!**

“I loved that this training was nursing focused. It was easy to relate to and used real life examples.”

–staff nurse



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