

Registration

To register, please complete this form and mail or fax it with your payment to RYAN Associates, 226 East Canon Perdido, Suite M, Santa Barbara, CA 93101; fax: 805-512-9534. You may also register electronically at www.naohp.com or by calling 800-666-7926 ext. 0, between 8 a.m. and 5 p.m. Pacific Time.

Name _____

Title _____

E-mail _____

Affiliation _____

Address _____

City _____

State, Zip _____

Telephone _____

Registration Fees:

	<input type="checkbox"/> NAOHP member	<input type="checkbox"/> Non-member
<input type="checkbox"/> Entire series:	\$229	\$279
<input type="checkbox"/> Individual sessions:	\$79	\$109

March 21 March 28 April 4 April 11

Payment Method

- Payment enclosed
 Charge to credit card
 MasterCard VISA American Express

Credit card number _____

Signature _____

Expiration date _____

Refunds, less a \$50 administrative fee per location, will be made only if written notification is received by March 14, 2012. For additional information, call 800-666-7926, ext. 0.



226 East Canon Perdido, Suite M
 Santa Barbara, CA 93101

800-666-7926
www.naohp.com

2012

RYAN ASSOCIATES'

Web-Based Seminar Series

2012

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Web-Based Seminar Series

4
Topics

in

4

Consecutive Weeks

March 21 and 28
 April 4 and 11

Sponsored by



www.pressganey.com

Overview:

RYAN ASSOCIATES' NINTH ANNUAL WEB-BASED SEMINAR SERIES IS DESIGNED TO DELIVER PRAGMATIC, TIMELY INFORMATION IN A COST-EFFECTIVE AND EASY-TO-ACCESS FORMAT.

The intended audience includes senior administrators, owners, nurses, physicians and other staff working in hospital-affiliated occupational health programs and employee health departments, freestanding occupational medicine practices, mixed-use and urgent care settings, and in workplace-based settings.

CONTINUING EDUCATION

Contact hours for continuing education in nursing have been applied for through the American Association of Occupational Health Nurses.

FEES AND REGISTRATION

ALL FOUR SESSIONS:

\$229 for NAOHP member organizations
\$279 for non-member organizations

INDIVIDUAL SESSIONS:

\$79 for NAOHP member organizations
\$109 for non-member organizations

Fees are based on a single viewing location; multiple staff members may access the program in a group setting and review archived presentations at no additional cost.

Features

- Four sessions in four consecutive weeks
- All sessions Noon – 1:00 p.m. EDT
- PowerPoint presentations available for review prior to and online during each session
- Live question-and-answer segments in every session
- Recording of each session emailed to all participants following each session

Achieving Exceptional Patient Service and Customer Satisfaction

ABOUT THE SERIES

Nothing drives success more than positive word of mouth. Your patients are your best marketers and it essential to not just meet their expectations but to consistently exceed them.

This four week program is intended to provide registrants with specific, pragmatic tips to ensure the best patient experiences in any healthcare clinic.

Not available to listen live?

NO PROBLEM!

All sessions are recorded and emailed to you.

WEDNESDAY, MARCH 21

Measuring, Interpreting and Acting on Patient Satisfaction Data

- Measuring the most appropriate satisfaction metrics
- Interpreting patient data: do's and don'ts
- Using patient satisfaction data to achieve positive change
- Avoiding the most common evaluation pitfalls

WEDNESDAY, MARCH 28

Creating the Best Patient Service Environment

- Hiring, training and motivating staff
- Establishing meaningful benchmarks
- Developing and using performance standards
- Creating a patient service manual

WEDNESDAY, APRIL 4

Ensuring Patient and Employer Satisfaction

- Communicating effectively at every level
- Assessing patient satisfaction
- Using telephone call scripts and messages
- Managing waiting time
- Tips for efficient scheduling

WEDNESDAY, APRIL 11

Conducting the Ideal Patient Encounter

- Ten tips to enhance the patient experience
- Dealing with the difficult patient
- Turning negatives into positives
- Managing the most common patient service dilemmas
- Achieving consistency in multi-site settings

RYAN Associates and the National Association of Occupational Health Professionals (NAOHP) specialize in occupational health program development and professional education. They are divisions of Santa Barbara Healthcare, Inc. Visit www.naohp.com