

In the new era of CAHPS scores and value-based purchasing, CHAMPS Patient Experience specialists understand that pressure on healthcare providers to ensure a positive patient experience has never been greater. Our specialists, who work in partnership with Carol Santalucia, a nationally-recognized leader with more than 30 years of expertise, provide outcomes-based services designed to create an optimal patient experience.

We believe that providing an optimal patient experience not only makes sense intuitively but also leads to improved healthcare outcomes, increased patient loyalty and an enhanced financial position for our clients.



*Partnering to create an optimal patient experience.*

[www.champspatientexperience.com](http://www.champspatientexperience.com)

## **CHAMPS Patient Experience specialists will develop a series of customized recommendations and services that may include:**

### **Creating a Patient-Centered Culture**

CHAMPS Patient Experience specialists will partner with you and your organization to create a patient-centered culture through infrastructure enhancement and development, as well as leadership and management development.

### **Improving the Patient Experience as Measured by CAHPS**

CHAMPS Patient Experience specialists offer customized services designed to improve the patient experience as measured by CAHPS surveys, including service training and education, service recovery programs and CAHPS best practice improvement strategies.

### **Developing and Implementing a Patient Navigation Program**

CHAMPS Patient Experience specialists will work with you and your organization to assess the need for developing and implementing a mutually rewarding patient navigation program for both you and your patients.

### **Delivering Patient-Focused Keynote Presentations**

CHAMPS Patient Experience specialists deliver exciting patient-focused keynote presentations regarding a variety of topics that will leave your audience energized and motivated as you work to create an optimal patient experience.

For more information, please contact Toya Gorley at 216.255.3637 or [toya.gorley@chanet.org](mailto:toya.gorley@chanet.org).