



EDUCATIONAL IMPROVEMENT SERIES

PRACTICAL BEST FOR THE MEDICAL PRACTICE OFFICES

Made available through your strategic partnership with Heritage Provider Network and Anthem & hosted by the Press Ganey Strategic Consulting Team every other Tuesday from 12:00pm – 12:25 PST.



- Jul 16, 2024 12:00 PM
- Jul 30, 2024 12:00 PM
- Aug 13, 2024 12:00 PM
- Aug 27, 2024 12:00 PM
- Sep 10, 2024 12:00 PM
- Sep 24, 2024 12:00 PM
- Oct 8, 2024 12:00 PM
- Oct 22, 2024 12:00 PM
- Nov 5, 2024 12:00 PM
- Nov 19, 2024 12:00 PM
- Dec 3, 2024 12:00 PM
- Dec 17, 2024 12:00 PM

- UPCOMING SESSIONS
- ACCESS
- PATIENT ENGAGEMENT
- HUDDLES
- HEALTH OUTCOME SURVEYS (HOS)
- TEACH BACK
- CARE COORDINATION
- 56 SECOND CONNECTION
- EYE CONTACT
- NAVIGATING DIFFICULT CONVERSATIONS
- TELEMEDICINE
- NEW PATIENT ONBOARDING
- EMPOWERING STAFF
- SETTING EXPECTATIONS

REGISTRATION INFORMATION

Registration for the series can be completed by visiting this link,

<https://www.pressganey.com/heritage-trainings/>