

Anoka-Ramsey
Community
College
Spring 2010

The Patient Experience, Developing a Culture of Excellence

Register Today!
visit
www.anokaramsey.edu/cect
or call 763.433.1200



Wednesday, January 27
Course #1296
or
Thursday, May 6
Course #1333

8:30—4:30 p.m.
\$179 per person

Class held at the
Anoka-Ramsey Community
College
Training & Development
Center



Kaye Foley, MS, RN
Kaye has 40 years of Nursing and Healthcare Delivery experience with a Masters Degree in Nursing Administration and Education, a Bachelors Degree in Nursing and Sociology, a Certified Lean/Six Sigma Green Belt and years of experience in healthcare leadership, facility design and process improvement.

Every patient is an individual with unique needs and desires. They are all someone's grandmother, son, or sister. Each of them deserves the very best experience when seeking healthcare. Learn the tools and techniques for creating a culture in which each and every staff member can assure that patients are "Wowed" by the delivery of customized, high skilled, personal care. It begins with a leadership commitment to excellence and an understanding that the experience is seen through the patient's eyes. Practical tips on creating and sustaining the environment in which patients will seek your organization for their healthcare needs will be shared. This class is ideal for any healthcare professionals, managers, directors and executives in healthcare environments.
Wednesday, January 27, 8:30 – 4:30 p.m. \$179 .84 CEU

For more information contact:
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Continuing Education and
Customized Training
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Sheila.Judd@anokaramsey.edu

 **ANOKA-RAMSEY**
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