



A WINNING APPROACH TO SERVICE EXCELLENCE



APEX is TeamHealth's proprietary approach to helping our clients improve the patient experience. Using the principles of adult learning and change management, APEX delivers training on evidence-based communication skills that lead to behavior change and continuous learning.

In these informative sessions, leaders and team members will learn about:

- The role patient experience plays in hospital success
- The importance of patient experience in driving patient outcomes
- The role communication skills play in promoting quality and safety
- Key evidence-based skills that quickly lead to trusting relationships with patients
- Why empathy is critical and how to demonstrate it
- A simple "procedure" that clinicians and staff can apply as they approach each patient encounter
- Key tactics to Hardwire continuous improvement and sustainment

Didactic sessions are supplemented by Shadowing Rounding and Coaching with clinicians.

Space is Limited

Reserve your spot by scanning the QR Code

Available Sessions:

Tuesday, August 12

- 12:30 p.m. EST
- 3:30 p.m. EST

Wednesday, August 13

- 12:30 p.m. EST
- 3:30 p.m. EST

Location: FOP Conference Center



TeamHealth APEX Faculty



Rohit Uppal, MD, MBA
Chief Clinical Officer - HS



Preston Wendell, MD, MBA
Regional Performance Director



Zachery C. Jones, RN, BSN, MSHQS
Director, Performance Improvement



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