According to a New Study, Compassion Training for Medical Staff Improves Patient Hospital Experience by 60%

One of nation’s largest neonatal intensive care unit confirms impact of training medical staff on communication techniques using BBN P.R.O.G.R.A.M.™

ORLANDO, Fla. (PRWEB) November 20, 2018 -- According to a New Study, Compassion Training for Medical Staff Improves Patient Hospital Experience by 60%®BBN®, a recognized leader in communication training and consulting announced a 60% improvement in overall patient satisfaction at one of the largest Neonatal Intensive Care Units in the country. BBN conducted training from November 2017 through January 2018 and saw significant improvement in overall Press Ganey scores compared to the scores of all other NICUs across the country.

“This is an important validation for hospital systems who are committed to a holistic approach to managing key performance metrics. The training and ongoing support of staff to effectively communicate to patients, is key to the overall patient experience and is an often-overlooked opportunity. I have witnessed the transformative power of training doctors, nurses and staff on compassionate communication skills over the years of developing and using this training program,” says Dr. Anthony Orsini, President and CEO of BBN.

BBN trained the NICU staff using their IMPROVING PATIENT SATISFACTION: It’s All in the Delivery® program which utilizes proven communication techniques to teach physicians, nurses and hospital staff how to enhance the overall patient experience by forming relationships with patients and families through better communication. The training identifies key behaviors, uses experiential learning, workshops and real-time coaching.

“The training program designed and administered by Dr. Orsini, has significantly improved the way our physicians, nurses and team members communicate with our families, said Jose Perez, MD, Corporate Medical Director, Department of Neonatology, Winnie Palmer Hospital for Women and Babies, Orlando, FL. The ability to measure this improvement using Press Ganey scores, allows us to link staff improvements to financial performance.”

ABOUT BBN
Founded by neonatologist, Dr. Anthony Orsini, BBN consults with healthcare organizations to identify gaps and training needs before customizing training plans to teach physicians and other medical personnel how to effectively and compassionately communicate with patients and families. BBN offers a variety of training courses designed to teach healthcare institutions and other corporations effective and compassionate communication using proven, learning methods to shift culture and improve outcomes. www.bbnprogram.com
Contact Information
Jeanine Wilson
W Media Group
+1 (917) 841-8565

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