

RSQ® Solutions

Patient Satisfaction & Experience Course List

SUMMARY: | The *PatientSET™ Program* emphasizes the importance of mastering excellent provider-to-patient communication skills through video-based examples. In addition to improving patient experience scores that contribute to value-based reimbursement, this suite of courses helps reduce the organization’s frequency of malpractice litigation.



PATIENTSET™	Provider	Nurse
<i>PatientSET™</i> : Introduction for All Healthcare Providers	2.0	N/A
<i>PatientSET™</i> : Hospital Best Practices High-Risk Videos ▶	2.0	N/A
<i>PatientSET™</i> : Office Best Practices High-Risk Videos ▶	2.0	N/A
<i>PatientSET™</i> : Introduction for Nurses	N/A	1.0
<i>PatientSET™</i> : HCAHPS Videos for Nurses ▶	N/A	1.0
<i>PatientSET™</i> : Healthcare Customer Service for Nurses	N/A	1.0
<i>PatientSET™</i> : Nursing HCAHPS & Communication Annual Review for Nurses	N/A	1.0
<i>PatientSET™</i> : Healthcare Customer Service for Other Employees	N/A	N/A

▶ [Audiovisual content](#)

[Learn More About This Program](#)

The Sullivan Group is accredited by The Accreditation Council for Continuing Medical Education (ACCME) to provide Continuing Medical Education for physicians. The activities have been approved for *AMA PRA Category 1 Credit™*.

This nursing continuing professional development activity was approved by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. (OBN-001-91)