



Vol. 66, Issue 16

Thursday, April 21, 2022

Webinar Series to Focus on the Patient Experience

WHA members are invited to attend a four-part summer webinar series, organized in partnership with 19 other state hospital associations, centered around improving the patient experience. The complimentary series entitled *Moving Forward: A New Focus on Patient Care* is presented by Huron (formerly Studer Group) and offers four distinct views on how to build trust and better engage patients.

[Everyday Habits to Create a Culture of Innovation](#)

Natalie Painchaud, Director of Learning, Innosight

Tuesday, May 3

12:00 – 1:00 p.m.

[Creating an Environment of Trust through Compassion](#)

Karen Cook, RN, Coach and National Speaker, Huron

Tuesday, June 14

12:00 – 1:00 p.m.

[The Patient as a Consumer: How to Create Experiences Patients Actually Value](#)

David Duncan, PhD, Managing Director, Innosight

Tuesday, July 12

12:00 – 1:00 p.m.

[Leading a Change - Ready, Inclusive Environment](#)

Kristie Tobias, Director, National Speaker and Author, Huron

Tuesday, August 16

12:00 – 1:00 p.m.

For more information on these webinars, including registration, click on the respective titles above. Questions about this series or any other WHA education opportunity can be directed to education@wha.org.