

Course Series in Leading and Planning for Patient Experience

Coming Fall 2016!

Developed in collaboration with Sunnybrook Health Sciences Centre, the new Course Series in Leading and Planning for Patient Experience is designed for healthcare practitioners who are committed to advancing the patient experience in their organizational setting while at the same time optimizing their leadership and planning capacities. Participants will practice and acquire a range of skills related to the healthcare system, patient experience, and conflict resolution.

Why study with The G. Raymond Chang School of Continuing Education?

The Chang School is Canada's leading provider of university-based adult learning. Thousands of people from every walk of life turn to us to help them get ahead in their chosen careers. We can offer you an essential combination of theoretical and applied learning.

Course Series Requirements

Successfully complete one required course and two electives to earn a Professional Development Award from The Chang School.

Required Course

NEW - Advancing the Patient Experience Practice and Culture in Organizations (CVNU 361)

This course will provide students with the knowledge of the role of strategies to enhance the patient experience for clinicians, managers and patient relations practitioners in the healthcare setting. Students will focus on developing and implementing patient experience projects, and patient experience measurement and reporting tools. Skills unique to patient relations practitioners will also be developed including the concern resolution process, conflict management/resolution strategies, customer service coaching, quality improvement and how it relates to improving the patient experience and contributes to relationship building in a healthcare setting.

Electives (select two)

-all available via distance education

The Healthcare Systems (CHSM 301)

The course introduces participants to the organization and operation of the health systems of Canada. The initial section focuses on the client as the consumer of health services. Discussion is focused on the historical concepts of the provider-client relationships; integrated client-centered care. Also examined are major institutional and community components and the interrelationships; role of governments and the health professions in shaping the current system; funding; planning for healthcare; the impact of access to services with the shift from the institutionally-based illness model with curative technology to a wellness model stressing client rights; and community development and health promotion in a climate of the learning organization with quality improvement initiatives.

Advanced Leadership and Management (CVNU 360)

This course will build on core components of nursing leadership and management, with a specific focus on first-line management roles, using the LEADS in a Caring Environment Framework. Students will examine theories and concepts related to leadership capabilities, as well as develop management knowledge and skills. Applied learning methodologies will be used to develop students' self-reflective, analytical leadership, and management skills. Note: In order to take this course, you must be a Regulated Registered Nurse (RN) and have a registration/licensure with a College of Nurses in a Canadian province or territory.

Fundamentals of Project Management (CKPM 202)

This course will familiarize the student with the concepts and basic functions of the project management body of knowledge, including scope, quality, time, cost, risk, procurement, human resource, and communication management. The integration of these functions into a project management system, and the role of the project manager and project support staff, will be examined. This course will provide students with a basic knowledge of project management as preparation for other courses in the program. (39 PDUs)

Conflict Resolution in Community Services (CINT 905)

Professionals in a wide range of disciplines are likely to encounter situations which are fraught with conflict, whether the issue is dealing with community opposition to the development of a new facility, developing environmental standards, allocating limited resources to meet emerging societal needs, or dealing with the conflicting demands and expectations of different stakeholders. This course is designed to enable students to develop consensus-building strategies that produce agreements that everyone can live with. The course utilizes case materials and examples drawn from different disciplines. (Formerly IST 905)

Once you have successfully completed the courses, email The Chang School at ce@ryerson.ca with your name, student number, and the course series you have completed. Upon verification, you will receive your professional development award.

For More Information

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