

**Course Overview:**

Asset Health's Courses are designed to educate employees about the health care industry, their responsibility as health care consumers, and how they can actively position themselves for success within the changing health care marketplace.

**Course Objective:**

- Attract and engage customer-focused employees who are passionate about providing the best and most
- compassionate, yet efficient, care to the patient
- Establish and sustain effective clinical relationships by leveraging key internal and external communication
- strategies
- Build a coaching culture that supports consistent exceptional care and service
- Identify and address the differences in patients' values, preferences and expressed needs
- Design a patient experience framework that better meets and exceeds the patient's needs

**Course Outline:**

- Asset health management taxonomy
- Management of multiple assets
- Asset health management relevant standards
- Asset health management examples

**Who Should Attend:**

This course is beneficial for healthcare clinical and non-clinical staff, including healthcare line managers, heads of department and operational executives. Vendors involved in direct and indirect support services will also benefit from the course.

**Training Language:**

EN / AR

**Training Methodology:**

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation