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Purpose

Thank you for registering for the Patient Experience Body of Knowledge courses. This guide provides instructions and suggestions for completing the courses and monitoring your progress. Please save to a location you can easily access for future reference.

Summary of Course Design

The courses are a comprehensive learning framework that provides a clear path to delivering superior patient experience performance. There are 15 courses and each course consists of three components.

• Knowledge: On demand learning session providing comprehensive content overview.
• Application: Facilitated virtual class offering the ability to discuss practical application.
• Ongoing Network/Support: Listserv participation for ongoing support offering a forum for exchanging ideas and allowing you to benefit from the experience, knowledge and wisdom of others.

Requirements for Course Completion

The following outlines the requirements for course completion in order to receive the two* available Patient Experience Continuing Education credits (PXEs) per course.

1. Complete the on demand learning session.
2. Attend the virtual class (not required for those taking the “on demand only” option).
3. Complete the course evaluation.

* Those participating in the “on demand only” option will earn 1 PXE.

Planning Your Calendar

Please review these important considerations as you plan your calendar.

• Plan dedicated time to complete the on demand learning session required prior to attending the virtual class.
• Complete the “Next Steps” assignment provided during the on demand learning session in preparation for your virtual class session.
• It is recommended when viewing the on demand learning session and attending a virtual class you are in a location with minimal background noise and distraction.
• Register early for all the virtual classes you wish to attend, as class size is limited.
  • To view the entire class schedule click on the link below: http://www.theberylinstitute.org/?page=PXBOKVCCALENDAR
  • To register for a virtual class, log into http://www.pxlearning.org/.
  • On the home page, select the specific course from the list of available courses.
  • On the course page, click “Virtual Class Registration”.
  • Click “Sign-up” for the class you wish to attend.
  • Follow the instructions to complete your registration.
  • You will receive a confirmation email with log in instructions. Please save this email.
Completing Course Requirements

1. Complete the on demand learning session
   a. Access the on demand learning sessions by going to http://www.pxlearning.org/.
   b. Click on "Log-in" in the upper right hand corner of the screen.
   c. Enter your email address using all lower case characters (Your username).
   d. Enter your password (Welcome1).
   e. Once you are logged in, you will be asked to change your password. It is recommended to use a password you can remember. You will use this each time you log in to http://www.pxlearning.org/.
   f. On the home page, click on the course name to begin. This will take you to the course page with further instructions.
   g. A check mark will appear indicating on demand learning session completion.

2. Attend the Virtual Class
   a. While it’s important to complete the on demand learning session prior to attending the virtual class, it is recommended to register early as class size is limited. Instructions on how to register for the virtual classes can be found under “Planning Your Calendar”.
   b. Come prepared to participate in the discussion. Reference your completed assignment during the virtual class to enhance the discussion.
   c. On the day of the virtual class, utilize the log in instructions received by email the day you registered for the class. You will also receive an email reminder the day prior to the class.
   d. Please cancel your registration if unable to attend, as this will open a place for those that may be on a waiting list.
      i. To cancel your registration, click “Virtual Class Registration” and select “Cancel booking” from the course page.
      ii. You will receive a cancellation confirmation email.
   e. Once you attend a virtual class, a green check mark will appear indicating this requirement is complete and passed.

3. Complete the Course Evaluation.
   a. Click on “Course Evaluation” from the course page to access the evaluation.
   b. Complete the evaluation.
   c. A check mark will appear indicating evaluation completion.

Claiming Your Patient Experience Education Credit (PXE)

1. Click on “Claim Your PXE” from the course page to access the PXE certificate.
2. Click “Get Certificate.”
4. Print or save your PXE certificate.
5. A check mark will appear indicating you have claimed your PXE.
**Tracking Your Progress**

Monitoring your progress can be done for each individual course.

1. On the home page, select the specific course from the list of available courses.
2. On the course page, a check mark** will appear indicating completion of the requirement.
3. View Example:

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**Welcome to the Healthcare Leadership & Management Course**

This course is approved for 2 patient experience continuing education credits (PXEs). In order to successfully complete this course and obtain PXEs, participants must complete all three steps listed below. If you have questions regarding this or any PX BOX course, please contact Stephanie Warren, Learning and Professional Development Coordinator at Stephanie.Warren@theberylinstitute.org

**Step One:**

Click the icon below: On Demand Learning Session - Healthcare Leadership & Management, to complete the activity.

Please Note: Click the icon Workbook - Healthcare Leadership & Management to download a course workbook for your use as you complete the online session. Using the workbook is an optional activity.

- On Demand Learning Session - Healthcare Leadership & Management
- Workbook - Healthcare Leadership & Management

**Step Two:**

Click the icon below: Virtual Class Registration - Healthcare Leadership & Management, to register for a specific Virtual Class session. A confirmation email will be sent once you complete your registration. A reminder will also be sent one day prior to the Virtual Class.

Please note: all class times are in Eastern Time zone.

- Virtual Class Registration - Healthcare Leadership & Management
- Virtual Class Attendance - Healthcare Leadership & Management

**Step Three:**

Click the icon below: Course Evaluation - Healthcare Leadership & Management to provide your feedback.

- Course Evaluation - Healthcare Leadership & Management

**Claim Your PXE:**

Click the icon below: PXE - Healthcare Leadership & Management to claim your Patient Experience Continuing Education Credit (PXE).

- PXE - Healthcare Leadership & Management
4. Use the tracking document found under APPENDIX C to monitor your progress for the entire program.

**Please note: Some course requirements become available only after preceding course requirements have been completed.**

Monitoring virtual class completion can also be done.

1. Click “Virtual Class Attendance” from the course page to access your attendance record.
2. Click the tab “This course” to track progress for the specific course. A “1” behind “Sessions completed” and “Attended” indicates your attendance has been recorded. See screen shot below.
3. Click the tab “All courses” to track progress for all assigned virtual classes.

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**Participating in Ongoing Network/Support**

Sign up for the optional Listserv available to all members for ongoing support offering a forum for exchanging ideas. Benefit from the experience, knowledge and wisdom of others.
Appendix A: Resource Materials

To support your learning, several resources and tools are provided. Each course includes:

- **Journal**: Download this document at [http://www.pxlearning.org/](http://www.pxlearning.org/) once you access your on demand session. Take notes and jot down ideas as you progress through the course.

- **Workbook**: Complete this optional activity to capture the key ideas and concepts shared in the on demand session. The workbook is available for download at [http://www.pxlearning.org/](http://www.pxlearning.org/).

- **“Next Steps” Assignment**: Answer reflective questions assigned at the conclusion of each on demand session. Reference the completed assignment during the virtual class to enhance the discussion.

- **References**: Save or print a list of references and additional resources for each course available for download at [http://www.pxlearning.org/](http://www.pxlearning.org/).

- **Virtual Class Roster and Chat Notes**: After each virtual class, participants will be emailed the class roster and chat notes for ongoing networking and an overview of the discussion highlights.
Appendix B: Course Policies

- Participants will have access to the online learning sessions for 30 days following completion of all course or program requirements.
- All participants in the Patient Experience Leadership and Patient Advocacy programs will receive a Certificate upon completion of all program requirements.
- Participants are expected to join all virtual classes through the Internet using the URL provided. (This does not apply to those participating in the on demand session only option)
  - All participants can join the audio conference by using a microphone on your computer or device.
  - It is not recommended to join the audio conference only as this will limit your full participation in the virtual class.
  - Reference the completed assignment during the virtual class to enhance the discussion.
Appendix C: Tracking Your Progress

This document can be used to track your individual program completion.

COURSE PROGRESS TRACKING SHEET
(This optional tool is provided to assist you in tracking your progress for each course)

<table>
<thead>
<tr>
<th>Course Name</th>
<th>On Demand Learning Session Complete</th>
<th>Virtual Class Date Attended</th>
<th>Course Evaluation Complete</th>
<th>PXE Credit Date Claimed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Partnerships</td>
<td>☐</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Coaching and Developing Others</td>
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<tr>
<td>Communication</td>
<td>☐</td>
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<tr>
<td>Cultural Competence &amp; Diversity</td>
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<tr>
<td>Employee Engagement</td>
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<td>Experience Design</td>
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<tr>
<td>History of the PX Movement</td>
<td>☐</td>
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<tr>
<td>Hospitality &amp; Healing Services</td>
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<td>Leadership &amp; Management</td>
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<td>Metrics &amp; Measurement</td>
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<td>Organizational Effectiveness</td>
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<td>Patient &amp; Family Centeredness</td>
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<tr>
<td>Policy &amp; Regulatory Issues</td>
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<tr>
<td>Service Recovery</td>
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<tr>
<td>Technology Application</td>
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</tbody>
</table>

For additional information or questions, please contact Stephanie Warren, Coordinator, Learning and Professional Development at stephanie.warren@theberylinstitute.org.