

The Orsini Way

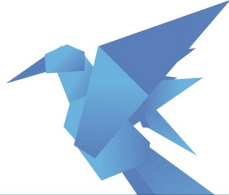
THE PROGRAM WHY IT WORKS HOW IT WORKS THE ORSINI WAY GET IN TOUCH

# IT'S ALL IN THE RELATIONSHIPS

When you truly care, you truly connect. You forever transform the patient experience and transform the hospital culture **The Orsini Way**.

A groundbreaking program that shows healthcare professionals a completely new way to communicate, dramatically enhance patient satisfaction, and improve outcomes.

## THE PROGRAM



**It's All in the Delivery** is a program designed to create culture change and improve your hospital's patient satisfaction scores through innovative communication training. Based on proven communication techniques that enlighten healthcare professionals about a completely new way to enhance the overall patient experience, our program consists of in-person workshops, simulations, and our new interactive digital-learning experience that can be rolled out to your entire organization.

To start, we assess your current state of patient satisfaction so we can measure progress. Unique components such as workshops, train-the-trainer programs as well as our innovative digital experience ensure that your staff and management are all learning to put their new skills into practice. Follow up and support are designed to ensure your ongoing compliance and success. With **It's All in the Delivery** culture change becomes seamless.

"The training program designed and administered by Dr. Orsini has significantly improved the way our physicians, nurses and team members communicate with our families. The ability to measure this improvement using Press Ganey scores, allows us to link staff improvements to financial performance."

— **Jack Perez, MD, Corporate Medical Director, Medicine**, Department of Neurological Rehabilitation, Hospital for Women and Babies, Orlando, Florida



## WHY IT WORKS

### Communicating The Orsini Way Builds Relationships and Enhances the Overall Patient Experience

Compassionate communication changes the healthcare culture. That's what our **It's All in the Delivery** program is about. Transform your culture and improve your patient satisfaction scores. With our training, hospitals have reported a 60% increase in overall patient satisfaction. Our multi-faceted approach and interactive tools help your staff learn and put into practice the language of compassionate communication and how to build trusting relationships with patients—benefiting your healthcare professionals and, most important, the patients you serve.

It's innovative. It's based on real-world healthcare professional experience, and **it works**.



"I work directly with Dr. Tony Orsini as one of his nurses. I must say, bringing BBN (It's All in the Delivery) to our unit has highly impacted the staff-to-family relationships. All of the nurses agree that sitting in the initial presentation by Dr. Orsini was so encouraging. He has a great way of showing how simple it can be to bring such positivity back to your unit."

— **Whitney Olyka, RN, Neonatal Nurse**, Orlando, Florida

## HOW IT WORKS

### It's All in the Patient Experience

If communication is over-rehearsed or sounds like a script, your patients won't feel genuine compassion and you won't make the intended impact on your patient's experience and outcomes. Communicating **The Orsini Way** builds real relationships and impacts patient experience and outcomes for all.

Created by Anthony Orsini, a Board-Certified Neonatologist for more than 20 years, who brings the warmth and compassion of a practicing physician with the storytelling of an engaging CEO—**It's All in the Delivery** is backed by years of research and 100s of inspiring personal interviews with patients and families. An innovative, digital-learning experience is now available to make the training personalized and accessible. The program creates long-lasting learning techniques that provide guidance to any size audience and ongoing concept reinforcement.

**Powerful Communications Methods** — Compelling and practical approaches that are proven in the real world and shared via experiential role-playing, interactive workshops, and an interactive, digital-learning experience that includes fun quizzes, weekly videos, and more.

**Interactive Digital-Learning** — Scale positive culture change to your entire organization with an interactive, digital-learning experience featuring weekly videos paired with real-life challenges delivered via SMS and email reminder nudges to reinforce concepts and build positive habits.

**Management Dashboard** — Measure results and see what your staff cares about with an overview of your team's participation in the digital learning experience, request custom learning modules to create the patient experience you envision, and access additional internal learning workshop materials.

HAVE A SPECIFIC TOPIC YOU'D LIKE ADDRESSED? [TALK TO US.](#)

## IT'S ALL IN THE ORSINI IMPACT

For over a decade, we've been improving the communication culture at hospitals nationwide. We've learned that compassion must be genuine and relationship building can be learned. It matters far more than you might think. The relationships you build can enhance the patient experience and improve clinical outcomes.

Join us in forever transforming the way your staff communicates. Engage with our experiential-based learning approach to become a leader in patient satisfaction. It's engaging, based on real-life examples, and it's proven. **It's All in the Delivery.**

COMMUNICATION IS THE #1 FACTOR IMPACTING THE PATIENT EXPERIENCE.

START NOW, CONTACT US. IT'S ALL IN THE COMMUNICATION.

1 (973) 370-3310

Ready to create the best patient experiences possible as a leader in compassionate communication? We're ready to help. Allow us to share with you **The Orsini Way**.

Your patients will thank you—and you will enjoy being a

Name

Email  Organization

Message