



THE DOG STORY: A PATIENT EXPERIENCE AND PATIENT EDUCATION CASE STUDY

Matt Cavallo, MPH is a hospital consultant, clinical educator and author with a focus and passion on improving the patient experience in healthcare. Matt has worked with hundreds of hospitals across the county sharing his story, knowledge and tools to clinicians and hospital administration to evoke positive change within institutions. Matt is also active with several patient-centered charitable organizations.

At twenty eight years old, Matt seemingly overnight went from a fully-functioning, healthy man to someone who was numb from the waist down and unable to walk. Matt's patient experience presentation follows him from the initial onset of symptoms through the care continuum and adapting to a new life with a chronic illness. During the lecture, Matt evokes emotion while he discusses overcoming the physical and emotional challenges associated with having a chronic disease. The presentation includes a mystery diagnosis component that will have the clinicians guessing until the devastating diagnosis is revealed. Your audience will laugh, cry, and in the end, feel hope and be reminded of why they got into the medical field and the difference they make in the quality of life for people like Matt.



Course Outline

- Case Study – The Dog Story (45 Minutes)
- Self-Reflection/Assessment (15 Minutes)
- Group Breakout Assignment (1/2 hr.)
- Group Presentations (1/2 hr.)
- Course Review and Evaluation

Course Objectives

The patient adaptation process including: coping with disease, loss of control, health beliefs and sociocultural perceptions.

Subjective and object needs of the patient, whether expressed or not, as an integral part of treatment and care.

Concerns of the patient's daily life and psychosocial environment, and it engages as much as possible the patient's family and other close relatives and friends.

A disease as a continuous process, which has to be adaptive over the course of the disease and to the patient and patient's way of life as part of a long term care of the patient.

Who Can Take This Course? The target audience is all clinical staff and managers including: doctors, nurses, therapists and social workers. This course is appropriate for all clinical staff of any experience level.

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Patient Experience Packages

Comprehensive Patient Experience Package

- A Project Charter including current patient experience initiatives and goals.
- A custom CME course designed for physician engagement and satisfaction.
- Measurable metrics as evidence based for learning and practice implementation.
- Identification of barriers to implementation, current constraints and proposed solutions.
- A comprehensive report and review of the program including physician course survey results, barriers, solutions and measurable metrics based upon program findings.
- A three month checkup to look back on the project charter, report findings and recommendations for next steps.

**Matt's clients include those who use NRC, Press Ganey and Studer Group data among others.*

In-Service

Matt's continuing education classes offers live instruction at your facility with multiple classes a day to ensure that all the clinicians receive the education without effecting productivity on the floor. Having all your clinicians trained at one time substantially reduces out-of-pocket costs and reimbursement from the organization. Matt will work with your organization to customize a training plan that works best and he handles all the details.

In-Service Plus

As a nationally known healthcare author and motivational speaker, Matt has moved audiences all over the country with his inspirational story. The In-Service Plus package provides all the training service of the traditional In-Service, but also includes a community event.

A Hospital Open House will be offered to the community. Matt will deliver his motivational speech, including positive outcomes from hospital services, to the public followed by a message from a member of your organization.

In-Service Premiere

The Premiere service includes all of the benefits of the In-Service Plus package, but also includes a book signing at the conclusion of the open-house.

Webinars

The most cost effective way of receiving training is via webinar. Webinars will be offered along with an electronic assessment of the class. To get credit for the webinar, the clinician must score 70% or greater on the assessment. Certificates of completion will be email to the therapist upon completion of the assessment.

Experience MATTERS!

Contact Matt by email at Matt@MattCavallo.com or by cell phone at 480-628-6115.