



## 2018 Virtual Class Schedule

Participation in a facilitated virtual class offers the ability to apply the key concepts and principles explored in the on-demand learning session. Please view the full class calendar to assist in your planning. *Class size is limited and a minimum number of participants is required to hold each course.* Please schedule your classes by logging in to <https://www.pxlearning.org/>

For questions, contact Becky Reisinger at [becky.reisinger@thebervylinstitute.org](mailto:becky.reisinger@thebervylinstitute.org)

### Clinical Partnerships

Date	Time
February 16, 2018	10:30 - 11:30 AM ET
February 16, 2018	2:00 - 3:00 PM ET
May 9, 2018	2:00 - 3:00 PM ET
May 9, 2018	7:00 - 8:00 PM ET
July 20, 2018	10:30 - 11:30 AM ET
September 26, 2018	7:00 - 8:00 PM ET
November 30, 2018	2:00 - 3:00 PM ET

### Coaching and Developing Others

Date	Time
January 12, 2018	10:30 - 11:30 AM ET
January 12, 2018	2:00 - 3:00 PM ET
March 21, 2018	7:00 - 8:00 PM ET
May 25, 2018	10:30 - 11:30 AM ET
May 25, 2018	2:00 - 3:00 PM ET
August 15, 2018	7:00 - 8:00 PM ET
October 12, 2018	2:00 - 3:00 PM ET

### Communication: Leveraging the Patient Experience Through Effective Communication

Date	Time
January 10, 2018	2:00 - 3:00 PM ET
January 10, 2018	7:00 - 8:00 PM ET
March 16, 2018	10:30 - 11:30 AM ET
May 23, 2018	2:00 - 3:00 PM ET
May 23, 2018	7:00 - 8:00 PM ET
August 3, 2018	2:00 - 3:00 PM ET
October 10, 2018	10:30 - 11:30 AM ET

## Cultural Competence and Diversity

Date	Time
January 31, 2018	2:00 - 3:00 PM ET
January 31, 2018	7:00 - 8:00 PM ET
April 13, 2018	10:30 - 11:30 AM ET
April 13, 2018	2:00 - 3:00 PM ET
June 22, 2018	2:00 - 3:00 PM ET
September 7, 2018	10:30 - 11:30 AM ET
October 31, 2018	7:00 - 8:00 PM ET

## Employee Engagement

Date	Time
January 5, 2018	10:30 - 11:30 AM ET
January 5, 2018	2:00 - 3:00 PM ET
March 14, 2018	7:00 - 8:00 PM ET
May 18, 2018	10:30 - 11:30 AM ET
May 18, 2018	2:00 - 3:00 PM ET
August 1, 2018	7:00 - 8:00 PM ET
October 5, 2018	2:00 - 3:00 PM ET

## Experience Design

Date	Time
February 14, 2018	2:00 - 3:00 PM ET
February 14, 2018	7:00 - 8:00 PM ET
May 4, 2018	10:30 - 11:30 AM ET
May 4, 2018	2:00 - 3:00 PM ET
July 18, 2018	7:00 - 8:00 PM ET
September 21, 2018	2:00 - 3:00 PM ET
November 28, 2018	10:30 - 11:30 AM ET

## Healthcare Leadership and Management

Date	Time
January 26, 2018	10:30 - 11:30 AM ET
January 26, 2018	2:00 - 3:00 PM ET
April 11, 2018	2:00 - 3:00 PM ET
April 11, 2018	7:00 - 8:00 PM ET
June 20, 2018	10:30 - 11:30 AM ET
September 5, 2018	7:00 - 8:00 PM ET
October 26, 2018	2:00 - 3:00 PM ET

## History of the Patient Experience Movement

Date	Time
February 2, 2018	10:30 - 11:30 AM ET
February 2, 2018	2:00 - 3:00 PM ET
April 25, 2018	2:00 - 3:00 PM ET
April 25, 2018	7:00 - 8:00 PM ET
June 27, 2018	10:30 - 11:30 AM ET
September 12, 2018	2:00 - 3:00 PM ET
November 7, 2018	7:00 - 8:00 PM ET

## Hospitality and Healing Services

Date	Time
February 7, 2018	2:00 - 3:00 PM ET
February 7, 2018	7:00 - 8:00 PM ET
April 27, 2018	10:30 - 11:30 AM ET
April 27, 2018	2:00 - 3:00 PM ET
July 11, 2018	7:00 - 8:00 PM ET
September 14, 2018	10:30 - 11:30 AM ET
November 9, 2018	2:00 - 3:00 PM ET

## Metrics and Measurement

Date	Time
January 24, 2018	2:00 - 3:00 PM ET
January 24, 2018	7:00 - 8:00 PM ET
April 6, 2018	10:30 - 11:30 AM ET
April 6, 2018	2:00 - 3:00 PM ET
June 15, 2018	10:30 - 11:30 AM ET
August 24, 2018	2:00 - 3:00 PM ET
October 24, 2018	7:00 - 8:00 PM ET

## Organizational Effectiveness

Date	Time
January 17, 2018	2:00 - 3:00 PM ET
January 17, 2018	7:00 - 8:00 PM ET
March 23, 2018	10:30 - 11:30 AM ET
May 30, 2018	2:00 - 3:00 PM ET
May 30, 2018	7:00 - 8:00 PM ET
August 10, 2018	10:30 - 11:30 AM ET
October 17, 2018	2:00 - 3:00 PM ET

## Patient and Family Centeredness

Date	Time
January 3, 2018	2:00 - 3:00 PM ET
January 3, 2018	7:00 - 8:00 PM ET
March 9, 2018	10:30 - 11:30 AM ET
May 16, 2018	10:30 - 11:30 AM ET
May 16, 2018	2:00 - 3:00 PM ET
July 27, 2018	2:00 - 3:00 PM ET
October 3, 2018	7:00 - 8:00 PM ET

## Policy and Regulatory Issues

Date	Time
February 21, 2018	2:00 - 3:00 PM ET
February 21, 2018	7:00 - 8:00 PM ET
May 11, 2018	10:30 - 11:30 AM ET
May 11, 2018	2:00 - 3:00 PM ET
July 25, 2018	2:00 - 3:00 PM ET
September 28, 2018	10:30 - 11:30 AM ET
December 5, 2018	7:00 - 8:00 PM ET

## Service Recovery

Date	Time
January 19, 2018	10:30 - 11:30 AM ET
January 19, 2018	2:00 - 3:00 PM ET
April 4, 2018	2:00 - 3:00 PM ET
April 4, 2018	7:00 - 8:00 PM ET
June 13, 2018	2:00 - 3:00 PM ET
August 22, 2018	7:00 - 8:00 PM ET
October 19, 2018	10:30 - 11:30 AM ET

## Technology Application

Date	Time
February 9, 2018	10:30 - 11:30 AM ET
February 9, 2018	2:00 - 3:00 PM ET
May 2, 2018	2:00 - 3:00 PM ET
May 2, 2018	7:00 - 8:00 PM ET
July 13, 2018	10:30 - 11:30 AM ET
September 19, 2018	7:00 - 8:00 PM ET
November 14, 2018	2:00 - 3:00 PM ET

