



2019 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

Clinical Partnerships

Date	Time
February 22, 2019	10:30 - 11:30 AM ET
February 22, 2019	2:00 - 3:00 PM ET
May 17, 2019	10:30 - 11:30 AM ET
May 17, 2019	2:00 - 3:00 PM ET
July 24, 2019	7:00 - 8:00 PM ET
October 9, 2019	2:00 - 3:00 PM ET
December 11, 2019	10:30 - 11:30 AM ET

Coaching and Developing Others

Date	Time
January 18, 2019	10:30 - 11:30 AM ET
January 18, 2019	2:00 - 3:00 PM ET
March 29, 2019	10:30 - 11:30 AM ET
March 29, 2019	2:00 - 3:00 PM ET
June 12, 2019	7:00 - 8:00 PM ET
August 28, 2019	10:30 - 11:30 AM ET
October 30, 2019	2:00 - 3:00 PM ET

Communication: Leveraging the Patient Experience Through Effective Communication

Date	Time
January 16, 2019	2:00 - 3:00 PM ET
January 16, 2019	7:00 - 8:00 PM ET
March 27, 2019	10:30 - 11:30 AM ET
March 27, 2019	2:00 - 3:00 PM ET
June 7, 2019	10:30 - 11:30 AM ET
August 7, 2019	2:00 - 3:00 PM ET
October 25, 2019	10:30 - 11:30 AM ET

Cultural Competence and Diversity

Date	Time
February 6, 2019	2:00 - 3:00 PM ET
February 6, 2019	7:00 - 8:00 PM ET
May 1, 2019	10:30 - 11:30 AM ET
May 1, 2019	2:00 - 3:00 PM ET
June 28, 2019	10:30 - 11:30 AM ET
September 20, 2019	10:30 - 11:30 AM ET
November 15, 2019	2:00 - 3:00 PM ET

Employee Engagement

Date	Time
January 11, 2019	10:30 - 11:30 AM ET
January 11, 2019	2:00 - 3:00 PM ET
March 20, 2019	10:30 - 11:30 AM ET
March 20, 2019	2:00 - 3:00 PM ET
May 31, 2019	2:00 - 3:00 PM ET
August 2, 2019	10:30 - 11:30 AM ET
October 23, 2019	7:00 - 8:00 PM ET

Experience Design

Date	Time
February 20, 2019	2:00 - 3:00 PM ET
February 20, 2019	7:00 - 8:00 PM ET
May 15, 2019	10:30 - 11:30 AM ET
May 15, 2019	2:00 - 3:00 PM ET
July 19, 2019	10:30 - 11:30 AM ET
October 4, 2019	10:30 - 11:30 AM ET
December 6, 2019	2:00 - 3:00 PM ET

Healthcare Leadership and Management

Date	Time
February 1, 2019	10:30 - 11:30 AM ET
February 1, 2019	2:00 - 3:00 PM ET
April 26, 2019	10:30 - 11:30 AM ET
April 26, 2019	2:00 - 3:00 PM ET
June 26, 2019	7:00 - 8:00 PM ET
September 18, 2019	2:00 - 3:00 PM ET
November 13, 2019	10:30 - 11:30 AM ET

History of the Patient Experience Movement

Date	Time
February 8, 2019	10:30 - 11:30 AM ET
February 8, 2019	2:00 - 3:00 PM ET
May 3, 2019	10:30 - 11:30 AM ET
May 3, 2019	2:00 - 3:00 PM ET
July 10, 2019	7:00 - 8:00 PM ET
September 25, 2019	2:00 - 3:00 PM ET
November 20, 2019	10:30 - 11:30 AM ET

Hospitality and Healing Services

Date	Time
February 13, 2019	2:00 - 3:00 PM ET
February 13, 2019	7:00 - 8:00 PM ET
May 8, 2019	10:30 - 11:30 AM ET
May 8, 2019	2:00 - 3:00 PM ET
July 12, 2019	10:30 - 11:30 AM ET
September 27, 2019	10:30 - 11:30 AM ET
November 22, 2019	2:00 - 3:00 PM ET

Metrics and Measurement

Date	Time
January 30, 2019	2:00 - 3:00 PM ET
January 30, 2019	7:00 - 8:00 PM ET
April 17, 2019	10:30 - 11:30 AM ET
April 17, 2019	2:00 - 3:00 PM ET
June 21, 2019	10:30 - 11:30 AM ET
September 13, 2019	10:30 - 11:30 AM ET
November 8, 2019	2:00 - 3:00 PM ET

Organizational Effectiveness

Date	Time
January 23, 2019	2:00 - 3:00 PM ET
January 23, 2019	7:00 - 8:00 PM ET
April 10, 2019	10:30 - 11:30 AM ET
April 10, 2019	2:00 - 3:00 PM ET
June 14, 2019	10:30 - 11:30 AM ET
September 6, 2019	10:30 - 11:30 AM ET
November 1, 2019	2:00 - 3:00 PM ET

Patient and Family Centeredness

Date	Time
January 9, 2019	2:00 - 3:00 PM ET
January 9, 2019	7:00 - 8:00 PM ET
March 13, 2019	10:30 - 11:30 AM ET
March 13, 2019	2:00 - 3:00 PM ET
May 29, 2019	10:30 - 11:30 AM ET
July 31, 2019	2:00 - 3:00 PM ET
October 16, 2019	10:30 - 11:30 AM ET

Policy and Regulatory Issues

Date	Time
February 27, 2019	10:30 - 11:30 AM ET
February 27, 2019	2:00 - 3:00 PM ET
May 22, 2019	2:00 - 3:00 PM ET
May 22, 2019	7:00 - 8:00 PM ET
July 26, 2019	10:30 - 11:30 AM ET
October 11, 2019	10:30 - 11:30 AM ET
December 13, 2019	2:00 - 3:00 PM ET

Service Recovery

Date	Time
January 25, 2019	10:30 - 11:30 AM ET
January 25, 2019	2:00 - 3:00 PM ET
April 12, 2019	10:30 - 11:30 AM ET
April 12, 2019	2:00 - 3:00 PM ET
June 19, 2019	2:00 - 3:00 PM ET
September 11, 2019	7:00 - 8:00 PM ET
November 6, 2019	10:30 - 11:30 AM ET

Technology Application

Date	Time
February 15, 2019	10:30 - 11:30 AM ET
February 15, 2019	2:00 - 3:00 PM ET
May 10, 2019	10:30 - 11:30 AM ET
May 10, 2019	2:00 - 3:00 PM ET
July 17, 2019	2:00 - 3:00 PM ET
October 2, 2019	7:00 - 8:00 PM ET
December 4, 2019	10:30 - 11:30 AM ET