MEANINGFUL MOMENT MANAGEMENT™

Two-Minute BehaviorCasts

Turning the Moments That Matter into Better Patient Experiences

A mobile learning library of short, role-specific audio episodes that help every employee create more positive, consistent and compassionate patient experiences — every day.



2 MINUTES
ONE MICRO-BEHAVIOR
REAL IMPACT

A LIBRARY OF HUNDREDS OF EPISODES
Different situations. Different roles. Real-world behaviors.

EVERY ROLE. EVERY DEPARTMENT.
Anyone who touches the patient experience can make a difference.

A MORE CONSISTENT, EXCEPTIONAL EXPERIENCE
Built through small behaviors that add up to big results.

Listen
Two-minute audio episodes on your phone.

Learn
A specific, observable behavior for a real-world moment.

Apply
Use it immediately on the job.

Create Impact
Better experiences for patients, families and caregivers.

EXAMPLES OF DEPARTMENTS WITH BEHAVIORCASTS

Parking & Valet · Security · Registration & Scheduling · Contact Center · Environmental Services · Food Service · Nursing · Physicians · Patient Support Services · Diagnostics · Pharmacy · Discharge & Follow-Up · Billing & Insurance

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