



HCAHPS: Patient Experience College | *Transformation Center*

Check-In Webinar Opportunity:  
“Communication Counts”

Monday, June 2  
1:30 – 2 pm ET

**Speaker:**  
[Janiece Gray, MHA](#)  
Founding partner,  
*DTA Associates*

**Registration for this webinar is required.**

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**How to Register for this Event –**

1. **Click here to register:**  
<https://essentialhospitals.webex.com/essentialhospitals/onstage/g.php?t=a&d=647781338>
2. When the page opens, click “Register” in one of the two places below:

**Event Information: HCAHPS PE College Check-In: Communication Counts**

Registration is required to join this event. If you have not registered, please do so now.

Event status: Not started ([Register](#))

Date and time: Monday, June 2, 2024 1:30 pm  
Eastern Daylight Time (New York, GMT-04:00)  
[Change time zone](#)

Program: America's Essential Hospital Members Only\_AM

Duration: 30 minutes

Description: Join this webinar for an office hour type of opportunity to hear Janiece Gray discuss and present on communication. Across the country, physician communication with patients is a universal opportunity. North Memorial Medical Center successfully focused on their HCAHPS Physician Communication scores and implemented some proven tactics yielding measurable results. Come and learn about some tools that can help make these improvements in your hospital.

SPEAKER:  
Janiece Gray, MHA  
DTA Associates

By joining this event, you are accepting the Cisco WebEx [Terms of Service](#) and [Privacy Statement](#).

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**Join Event Now**

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3. Complete all fields, entering your hospital in the “Company” field. Since Janiece is still getting acclimated with all of you and learning about where you’re from, please do not abbreviate or use acronyms.
4. Click “Submit”
5. Check your email for an electronic confirmation letter from [messenger@webex.com](mailto:messenger@webex.com) that will contain a URL link for you to join us online on Monday, June 2.
6. **Need the dial-in information?** It will automatically appear on your screen **\*after\*** you access the URL in your confirmation letter.

**If you have questions about the registration process or need assistance joining, please email Alana Mallory, member services coordinator, [amallory@essentialhospitals.org](mailto:amallory@essentialhospitals.org).**