Garnet
Garnet Global Training Center

GGT-HC-116

Healthcare & Hospital Management

Patient Experience & Communication

تجربة المريض والتواصل

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Patient Experience & Communication focuses on how the work is actually done: the methods, checks and decisions practitioners use every day, illustrated with real cases from the region. Management, quality and safety programs for hospitals, clinics and health authorities. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Apply the methods and standards of Patient Experience & Communication to real tasks.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.

Who should attend

Hospital managers, nurse leaders, quality and patient safety officers, health administrators. Practitioners with one to five years of experience benefit most.

Key topics

- Patient safety and clinical risk
- Accreditation standards
- Health finance and revenue cycle
- Clinical governance
- Health information and digital health
- Patient experience

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

WhatsApp: +971 56 674 7382

Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Patient Experience & Communication: principles and standards
- Clinical governance
- Regional and international case studies

Day 2 Methods and tools in practice
- Health information and digital health
- Patient experience

Day 3 Diagnosis and problem solving
- Patient safety and clinical risk
- Checklists and templates to take away

Day 4 Quality, safety and documentation
- Accreditation standards
- Group discussion and peer review

Day 5 Workshop, assessment and action plan
- Health finance and revenue cycle
- Measurement and reporting

10-day outline

Day 1 Patient Experience & Communication: principles and standards
- Clinical governance
- Regional and international case studies

Day 2 Methods and tools in practice
- Health information and digital health
- Patient experience

Day 3 Diagnosis and problem solving
- Patient safety and clinical risk
- Checklists and templates to take away

Day 4 Quality, safety and documentation
- Accreditation standards
- Group discussion and peer review

Day 5 Workshop, assessment and action plan
- Health finance and revenue cycle
- Measurement and reporting

Day 6 Advanced techniques and specialist practice
- Complex cases in depth
- Hands-on workshop on a workplace challenge

Day 7 Digital tools, data and automation
- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice
- Global performance benchmarks
- Common mistakes and how to avoid them

Day 9 Capstone project
- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates
- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
5–9 Jul 2027	5-day online	Live online	English	2,950
1–5 Aug 2027	5-day classroom	Riyadh	Arabic	4,750
4–15 Oct 2027	10-day classroom	Amsterdam	English	8,950
6–10 Dec 2027	5-day classroom	Dubai	English	4,750
16–27 Apr 2028	10-day classroom	Doha	Arabic	8,950
8–19 May 2028	10-day online	Live online	Arabic	5,450
11–15 Sep 2028	5-day classroom	Kuala Lumpur	English	4,750
5–9 Nov 2028	5-day classroom	Cairo	Arabic	4,750
4–8 Feb 2029	5-day classroom	Muscat	English	4,750

Dates	Format	City	Language	Fee (USD)
16–20 Apr 2029	5-day online	Live online	English	2,950
6–17 Aug 2029	10-day classroom	Amsterdam	English	8,950
10–14 Sep 2029	5-day classroom	Kuala Lumpur	English	4,750
15–26 Jul 2030	10-day online	Live online	English	5,450
19–23 Aug 2030	5-day classroom	Dubai	Arabic	4,750
18–22 Nov 2030	5-day classroom	Abu Dhabi	Arabic	4,750
16–27 Dec 2030	10-day classroom	Istanbul	English	8,950

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/