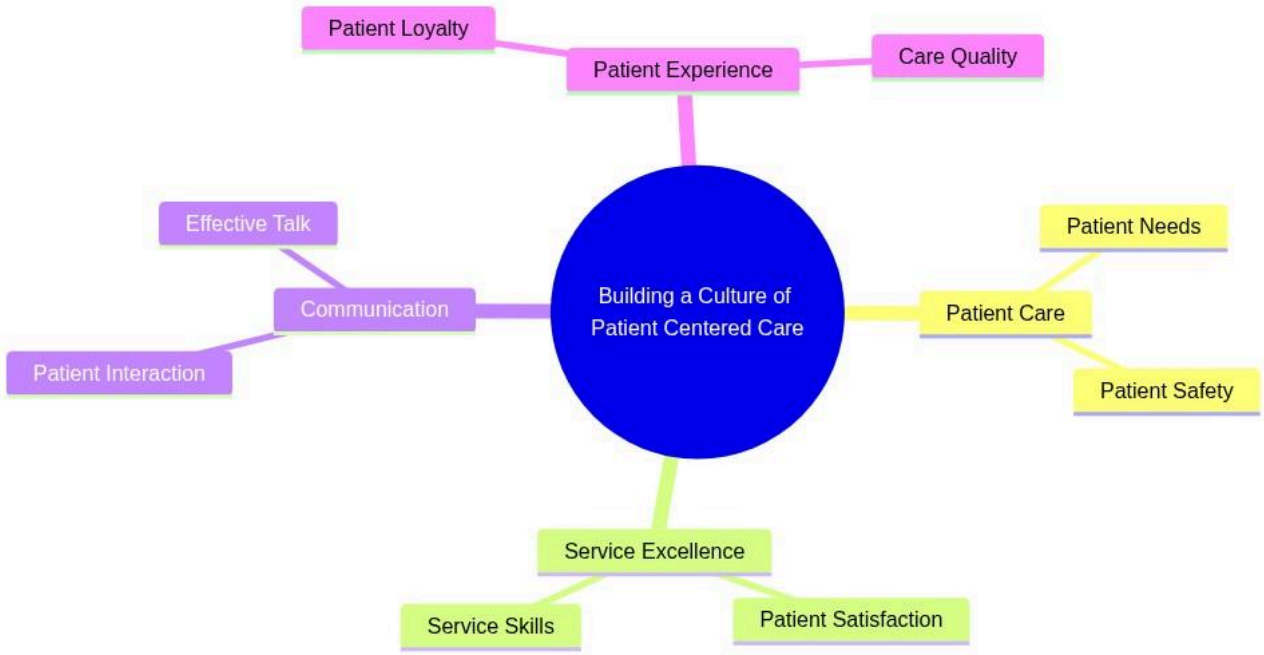
Global Certificate in Patient Experience & Service Excellence

Building a Culture of Patient-Centered Care




```
mindmap
  root((Building a Culture of Patient Centered Care))
    Patient Care
      Patient Needs
      Patient Safety
    Service Excellence
      Patient Satisfaction
      Service Skills
    Communication
      Patient Interaction
      Effective Talk
    Patient Experience
      Patient Loyalty
      Care Quality
```