



**FREE**  
**2.0**  
**RN CE**  
**RD CPEU\***

## From Belonging to Better Care: Strengthening Patient Experience and Team Performance in Today's Clinical Environment

### LEARNING OBJECTIVES:

#### Patient Experience Is Everyone's Work: How Everyday Interactions Shape Quality, Reputation and Performance

- Explain how patient experience, measured through HCAHPS, impacts hospital quality, reputation, and financial performance.
- Describe how everyday clinical interactions across disciplines influence key HCAHPS domains such as communication, responsiveness, and care coordination.
- Identify two actions they can implement immediately within their role to strengthen patient experience and improve HCAHPS outcomes.

#### Belonging Drives Performance: Why Teams Thrive When Everyone Is Heard

- Explain how belonging and connection to purpose influence engagement and performance in clinical settings.
- Describe key behaviors that enhance or undermine trust, communication, and psychological safety.
- Identify two actions they can take within their role to strengthen a sense of belonging on their clinical team.

### EXPERT SPEAKERS:



**NIKASHIA FRANKLIN**  
**MSN, RN, NEA-BC**  
Executive Coach & Faculty  
Inspire Nurse Leaders®



**LORI ARMSTRONG**  
**DNP, RN, NEA-BC, CEC**  
CEO & Chief Clinical Officer  
Inspire Nurse Leaders®

### MEETING INFORMATION:

**Date:** Tuesday, May 19, 2026  
**Time:** 12:00 - 2:00 PM EDT

**CLICK HERE TO REGISTER**



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\*The CPE Activity application for From Belonging to Better Care: Strengthening Patient Experience and Team Performance in Today's Clinical Environment is pending CDR review and approval for 2.0 CPEUs.