

# Courageous Conversations with Patients and Families

## Program Overview

As a healthcare provider, you have undoubtedly heard the term “patient engagement”. You may have even been asked by your organization to participate in various efforts to increase patient engagement or to increase patient engagement in your own department or unit. Using the techniques of Courageous Conversations can help you accomplish that goal.

Courageous Conversations is a series of practices which, when applied consistently, results in better understanding, better compliance, and more friendly collaboration. When used with patients and families, Courageous Conversations leads to greater patient engagement by strengthening partnerships and enhancing shared decision making. More effective patient engagement is a key to improving quality outcomes and decreasing cost in a health care environment undergoing tremendous pressure to achieve those results.

This program is for any manager or staff who are interested in utilizing courageous conversation skills to provide better patient care.

## Program Objectives

1. Review the foundational elements of courageous conversations
2. Identify four core principles of courageous conversation that drive patient engagement
3. Identify opportunities to utilize courageous conversations to positively impact patient engagement
4. Describe strategies to build staff ownership and accountability in having effective courageous conversations with patients and families

## About the Speaker

Katrina Coleman, RN, MSN, develops customized training and consulting services based on the organization's identified needs. She has over 20 years experience in healthcare serving in the beginning of her career as a registered nurse in pediatrics, med/surg, and home health. For the past 15 years she has focused on making a difference in health care by developing the leadership skills of senior leaders, directors, managers, and supervisors and staff nurses. Healthcare systems she has worked with include Calvert Memorial Hospital, Carroll Hospital Center, Dimensions Healthcare System, Fort Washington Medical Center, and Meritus Medical Center.



## DATE/TIME

Tuesday, May 17, 2016

8:30 AM – 3:30 PM

Registration and Continental Breakfast begin at 8:00 AM

REGISTER NOW

## LOCATION

Maryland Hospital Association

Pierson Conference Center  
6820 Deerpath Road  
Elkridge, MD 21075

## PROGRAM FEE

Early Bird Member Discount \$199  
(Register & Pay by April 17, 2016)  
MHEI Member: \$225 (After April 17, 2016)

Non-Member: \$289

## REGISTER

To register, please visit [MHEI.org](http://MHEI.org).

Questions? Contact Kelly Heacock,  
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