

Nursing's Impact on Patient Relationships: The Key to Population Health Success

We are confident this exciting program will forever change how you see patient care.

Program Overview

In partnership with the Maryland Organization of Nurse Leaders (MONL), MHEI has developed a one-day conference for managers and leaders specific to Population Health. This conference will explore the consumer/patient aspect of population health and how nursing is not just able to impact it but also why nurses may be the only ones who can effectively lead this necessary change to a positive patient response.

Speaker Topics

From Task to Touch, Brooke Billingsley

Changing your patient experience culture is only possible if you know how patients perceive your actions. Our belief is that if you can understand how patients view their experience, you can apply the necessary behavior and emotional intelligence (or touch as we call it) required to assess and alter patient perception, ultimately guaranteeing a positive patient response. So what can be done in an environment where your HCAHPS scores don't appear to be going anywhere? Another program? Another acronym? We think it requires taking the steps necessary to genuinely connect with your patient. We are convinced that Task to Touch will differentiate your health care institution from competitors, but most important, it will align your employees with patients in a common cause of compassion and care.

Authentic Leadership: The Key to Creating an Engaged Staff and Improving the Patient-Provider Relationship, Deanna Won

It is recognized in leadership circles that the best leaders are those who know, understand, and work from a place of authenticity. However, becoming authentic requires a self-awareness that does not come easily, given the high-pressure, multi-tasking roles that nurse leaders assume. This presentation will explore the process of developing self-awareness, which is the most critical step towards moving into your own authenticity, enabling you to inspire greater engagement from your staff and improve the patient-provider relationship.

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[View Program Agenda](#)



DATE/TIME

Thursday, September 15, 2016

8:30 AM – 3:30 PM

Registration, Continental Breakfast and Exhibitor Visitation begin at 8:00 AM

REGISTER NOW

TARGET AUDIENCE

Open to All Health Care Leaders

LOCATION

Sheraton Columbia Town Center Hotel

10207 Wincopin Circle
Columbia, MD 21044
Phone: (410) 730-3900

PROGRAM FEES

\$199 (until July 15)
\$225 (July 16-August 15)
\$299 (August 16-September 7)
\$350 (On-Site Registration)

REGISTER

To register, please visit MHEI.org.

Questions? Contact Kelly Heacock,
Program Coordinator:

410.796.6239

kheacock@mhei.org

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Leveraging Nursing Leadership Impact, *Katrina Coleman*

Recognizing the need for nurses to lead a portion of the movement toward population health is a key first step in achieving results – but it's only a first step. The ability to leverage that action and create meaningful, impactful change has the best chance of ensuring patient, provider and the nursing professions needs are met. Join Katrina Coleman as she employs key population health, patient engagement and leadership concepts, joins them together and illustrates how nursing can create a meaningful impact on the health of patients and the populations of which they are a part.

About the Speakers



Brooke Billingsley

As a business owner, author, consultant, and trainer, Brooke brings her expertise to the platform by interacting and connecting with her audiences. Brooke is co-owner and CEO of Perception Strategies, Inc., one of the nation's largest health care mystery shopping companies. Brooke provides valuable insight as she shares her trifecta of health care knowledge as someone responsible for generating over 350,000 employee service evaluations, conducting 100's of clinical employee interviews, and now as a cancer patient.



Katrina Coleman

Katrina Coleman, RN, MSN, is Director of Leadership & Engagement at MHEI. She develops customized training and consulting services based on an organization's identified needs. She has over 20 years of experience in health care 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 developing the leadership skills of senior leaders, directors, managers, and supervisors and staff nurses.



Deanna Won

Deanna Won is the Founder of Keynotes to Life, LLC. She is a Speaker, Leadership Consultant, and Holistic Health Coach who inspires people to reach their highest potential as leaders, through integrating leadership principles with purposeful and healthy living. Deanna is a former Air Force Colonel and physicist of over 26 years. At the peak of her career, she was diagnosed with ovarian cancer. As a result, she has a strong passion to provide help to those who seek to heal in mind, body, and spirit and lead a life of purpose.

Educational Objectives

After completing this activity, the participant should be better able to:

1. Explain how we can change employee behavior and describe key motivators for your employees.
2. Describe common Patient Perceptions as they relate to their care and communication.
3. Describe the process of developing self-awareness, the most critical step in becoming an authentic leader
4. Develop strategies and tactics to leverage individual leadership and team strengths

CONTINUING EDUCATION

Accreditation Statement

This activity is planned and implemented by AXIS Medical Education and the Maryland Healthcare Education Institute, in collaboration with the Maryland Organization of Nurse Leaders. AXIS Medical Education is accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.

Credit Designation for Nursing

AXIS Medical Education designates this continuing nursing education activity for 4.75 contact hours.

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Where education and
clinical practice intersect



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Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.

AXIS Contact Information For information about the accreditation of this program please contact AXIS at 954-281-7524 or info@axismeded.org.

DISCLOSURE OF CONFLICTS OF INTEREST

AXIS Medical Education requires instructors, planners, managers and other individuals and their spouse/life partner who are in a position to control the content of this activity to disclose any real or apparent conflict of interest they may have as related to the content of this activity. All identified conflicts of interest are thoroughly vetted by AXIS for fair balance, scientific objectivity of studies mentioned in the materials or used as the basis for content, and appropriateness of patient care recommendations.

The faculty reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Faculty or Presenter	Reported Financial Relationship
Brooke Billingsley	Nothing to disclose
Deanna Won.	Nothing to disclose
Katrina Coleman, MSN, RN	Nothing to disclose

The planners and managers reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Planner/Manager	Reported Financial Relationship
Katrina Coleman, MSN, RN	Nothing to disclose
Dee Morgillo, MEd, CHCP	Nothing to disclose
Kelly Heacock.	Nothing to disclose
Alison Burrows	Nothing to disclose

DISCLAIMER

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer's product information, and comparison with recommendations of other authorities.

AMERICANS WITH DISABILITIES ACT

In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request. For any special requests, please contact Maryland Healthcare Education Institute at 410-796-6239 before the meeting dates.

Requirements for credit:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Declaration form online by 11:59 pm ET September 29, 2016. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.