Relationship Centered Care

Program Overview

Health care that successfully optimizes health and drives results honors and focuses on relationships. Strengthening the quality and nature of relationships is central to the health of individuals and communities. Vital relationships include the relationship between the provider and patient, provider and provider, provider and the extended health care team and even the relationship the provider has with himself/herself.

The quality of communication and relationships including the emotional presence of the provider and the expression of support and empathy for patients are essential to good care. While patient's goals take priority, both the provider and the patient influence each other and benefit from the relationship. This interactive workshop will explore the critical components of relationship centered care including empathy, motivational interviewing, and shared decision making.

Program Objectives

- 1. Analyze how relationships can influence health care experiences and outcomes
- 2. Examine Relationship Centered Care components
- 3. Identify ways to apply relationship centered strategies in your health care environment

About the Speaker

Katrina Coleman, BSN, MSN, has been in the health care industry for 20 years during which she has consulted and coached with hundreds of managers assisting them in developing and implementing skills to help them achieve their goal of running a productive and quality-driven department/unit. As a master's prepared nurse and an ATD-Certified Coach with many years of hospital experience behind her, Katrina understands the needs of leaders and staff as well as the environment in which they operate. Katrina's goal is to assist others in using their own talents and strengths to create quality outcomes.



DATE/TIME

Tuesday, May 22, 2018

8:30 AM -3:30 PM

Registration and Continental Breakfast begin at 8:00 AM

LOCATION

Maryland Hospital Association

Pierson Conference Center 6820 Deerpath Road Elkridge, MD 21075

PROGRAM FEE

Early Bird MHEI Member: \$199 (Register & Pay by April 22, 2018)

MHEI Member: \$249 (After April 22, 2018)

Non-Member: \$349

REGISTER

To register, please visit MHEI.org. Questions? Contact Kelly Yost, Manager of Programs & Membership: 410.796.6239 kyost@mhei.org

WHO SHOULD ATTEND?

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



maryland healthcare education institute 6820 Deerpath Rd., Elkridge MD 21075 410.796.6239 (p) www.mhei.org