

Boosting HCAHPS - Creating the Ultimate Patient Experience

Program Overview

Healthcare occurs in relationships. 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. Strengthening the quality and nature of relationships is central to the quality and nature of the patient experience.

Developing relationship centered care has been proven to positively impact the patient experience and improve health outcomes. This interactive workshop will explore the critical components of relationship centered care including empathy, motivational interviewing, and shared decision making.

Program Objectives

1. Redefine teamwork and communication through the lens of relationship centered care
2. Distinguish the difference between patient centered care and relationship centered care
3. Examine relationship centered care components and their impact on the patient experience
4. Identify ways to apply relationship centered care strategies to increase HCAHPS scores

About the Speakers

Katrina Coleman, BSN, MSN, Leadership and Engagement Strategist

Katrina has been in the health care industry for 25+ 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.

This educational activity is jointly provided by AXIS Medical Education & MHEI



REGISTER NOW

DATE/TIME

Thursday, May 23, 2019

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 23, 2019)
MHEI Member: \$249 (After April 23)

[Not a MHEI member? Contact us for more information](#)

REGISTER

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

410.796.6239; kyost@mhei.org

Target Audience:

-All healthcare leaders and providers including front line staff



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CONTINUING EDUCATION Accreditation Statement



In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and MHEI. AXIS Medical Education is jointly 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 5.5 contact hours.

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
Katrina Coleman, BSN, MSN	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 or Manager	Reported Financial Relationship
Dee Morgillo, MEd, CHCP	Nothing to disclose
Holly M. Hampe, D.Sc., RN, MHA, MRM	Nothing to disclose
Katrina Coleman, BSN, MSN	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 MHEI at 410-796-6239 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 June 23, 2019. 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.