

Finding the Right People to Enhance the Patient Experience

Program Overview

The patient experience is top of mind for healthcare organizations, and yet we continue to face a major challenge in recruiting and retaining skilled health professionals that enhance the patient experience. In this interactive skill-building session, participants will identify key behaviors that are critical to interview for in order to enhance the patient experience and create a patient-centered culture. Participants will then learn and implement competency-based, behavioral interviewing techniques to create a structured interview format to use at their next interview. Hiring engaged frontline clinical staff who exhibit key behavioral competencies will drive success in meeting patient safety, quality and patient engagement goals and initiatives for your organization.

Program Objectives

1. Identify the Nurse Manager's role in recruitment and interviewing
2. Differentiate between traditional and behavioral interviewing methods for nursing and clinical positions
3. Develop a foundation of behavioral-based interviewing skills and formulate behavioral-based interview questions, specific to hiring nurses
4. Discuss benefits of behavioral interviewing techniques in healthcare organizations
5. Identify at least two strategies for effective partnerships between nursing and human resources.
6. Demonstrate conducting a behavioral interview

About the Speaker

Lyndley O'Dell, MS is a healthcare human resources professional with experience in various aspects of HR including talent acquisition, onboarding, employee engagement, employee relations, performance management & organizational development. In addition to holding two HR certifications, Lyndley is also certified through ATD's Improving Human Performance program. Lyndley has firsthand experience partnering with leaders while recruiting for clinical & nonclinical, tough to fill roles.

This educational activity is jointly provided by AXIS Medical Education and MHEI.



DATE/TIME

Tuesday, March 10, 2020

8:30 AM – 12:00 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: \$129 (Register & Pay by February 10)
MHEI Member: \$199 (After February 10)

Non-Member: \$399

REGISTER

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

WHO SHOULD ATTEND?

- Nurse Managers and Leaders
- Clinical and Non-Clinical Leaders, including Team Leaders, Supervisors, & Coordinators
- Frontline staff involved in the interviewing process
- HR professionals and recruiters



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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 3.25 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
Lyndley O'Dell, MS, PHR, SHRM-CP	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
Kelly Yost	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 March 24, 2020. 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.