

# Adapting to Crisis Standards of Care in a Non-Clinical Role – Changing Roles & Expectations



## VIRTUAL TRAINING

### WHEN

*January 27, 2022 9:00 AM – 10:00 AM*

### PROGRAM FEE

*FREE for MHEI Members*

### TARGET AUDIENCE

*Any one being redeployed to a new or different role due to crisis standards of care*

### REGISTER

*To register, please visit [MHEI.org](https://mhei.org). After you register, you will receive the virtual training log-in instructions including meeting ID and password information.*

*Questions? Contact Kelly Yost, Manager of Programs & Membership: 410.796.6239  
[kyost@mhei.org](mailto:kyost@mhei.org)*

**REGISTER NOW**

## Program Overview

"All hands on deck" in times of crisis can involve redeploying staff to new or different roles that may require additional communication and interpersonal skills.

This virtual, interactive session is designed for the healthcare worker who has been "behind the scenes" providing valuable services and has now been asked to take on a different role that involves interacting with patients, families, and visitors, as well as different departments and areas of their organization.

During this 60 minute session, we will connect back to shared values and purpose and provide specific behaviors, words, and actions to diffuse conflict and positively impact the experience of the patient, family and visitor as well as build the confidence and competence of the healthcare staff.

## Program Objectives

1. Recognize how individual purposes and values are linked to changing role expectations
2. Identify behaviors and actions that will positively impact the patient, visitor and community experience

## About the Speaker

**KATRINA COLEMAN, BSN, MSN**

Over the past 25+ years, Katrina has consulted and coached hundreds of managers in developing and implementing key skills to create focus on achieving goals and easing their busy schedules. Katrina is a master's prepared nurse and an ATD-Certified Coach.