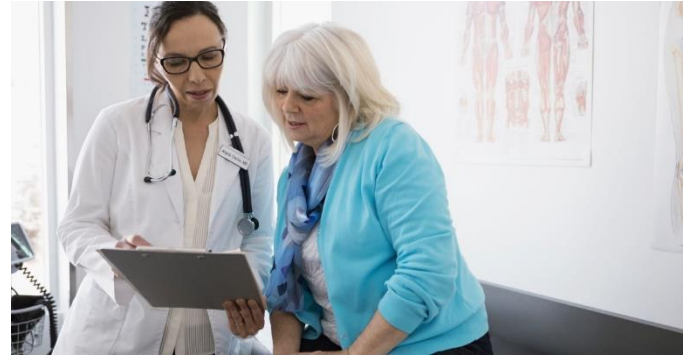


Creating a Respectful, Therapeutic Environment for Patients, Families & Staff



VIRTUAL TRAINING

WHEN

*June 1 & June 8,
9:00 AM – 11:00 AM*

PROGRAM FEE

MHEI Member: \$299

Non-Member: \$598

REGISTER

To register, please visit 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*

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Program Overview

Ensuring civil and respectful relationships among patients, families, healthcare staff and providers is key to creating a therapeutic environment that produces quality healthcare outcomes. If healthcare is characterized by civility, then we'll have a workforce that's much easier to engage in improvement. We'll have people more engaged in the organization's priorities and activities. And we'll have more productive relationships with patients and families. These interactive sessions will provide leadership and organizational strategies that will promote a more collaborative and civil work environment.

Program Objectives

1. Recognize potential root causes for incivility
2. Identify leadership strategies that will promote a therapeutic healthcare environment
3. Create an action plan to implement leadership strategies and tactics

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.



Part of MHEI's CORE
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