Improving Communication, Reducing Medical Errors

Thursday, February 23, 2017 LIVE
2:00 PM to 3:00 PM Eastern
1:00 PM to 2:00 PM Central
12:00 PM to 1:00 PM Mountain
11:00 AM to 12:00 PM Pacific
Available via live webcast.
Please visit www.JCRQSN.com for more information.

Program Description
Ineffective hand-off communication is recognized as a critical patient safety problem in healthcare. Serious medical errors often involve miscommunication between caregivers during the transfer of patients. The hand-off process involves “senders,” those caregivers transmitting patient information and transitioning the care of a patient to the next clinician, and “receivers,” those caregivers who accept the patient information and care of that patient. In addition to causing patient harm, defective hand-offs can lead to delays in treatment, inappropriate treatment, and increased length of stay in the hospital.

Complete, accurate, and timely sharing of patient information is critically important when a patient is transferred from one caregiver to another, whether within the same unit, department, organizational setting, or across settings. Frequently, however, sharing of information has been flawed.

Given the extent of adverse events, readmissions, and associated costs to the healthcare system, there is now increased attention on improving transitions of care. In fact, more and more hospitals understand the importance of this issue and are taking steps related to care transitions that are improving quality of care and having a positive financial impact.

This live, 60-minute activity is designed to guide organizational improvement efforts in the area of improving communication among staff, with the ultimate goal of reducing medical errors. Through expert presentation, and case study examples, this activity demonstrates the patient safety benefits that improved and effective communication can provide.

Objectives
After completing this activity, the participant should be able to:

- Identify The Joint Commission Standards and Requirements and the National Patient Safety Goals related to communication.
- Discuss the importance of effective communication and its impact on safe patient care.
- Identify methods for staff to communicate in a uniform and consistent manner within organizational structure.

Target Audience
This activity is relevant to hospital leaders, physicians, nurses, pharmacists, Joint Commission coordinators, patient safety directors/coordinators, QI managers, and risk managers.

Presenters
Patricia Conway-Morana, PhD, RN, CJCP, CPHQ, NEA-BC, CENP, RNC-OB, FACHE
Green Belt Continuous Service Readiness, CSR Lead Consultant
Joint Commission Resources, Inc.

Erin Lawler, MS
Human Factors Engineer
Office of Quality and Patient Safety
Division of Healthcare Improvement
The Joint Commission

For more information on how to view this program, please contact:

For complete program descriptions and links to online courses, please visit: www.JCRQSN.com

The JCRQSN program is a monthly series of video conference training sessions produced by Joint Commission Resources (JCR) in partnership with The Wellness Network. The Wellness Network is the distributor of the series and has no influence on the content.

To learn more, please contact Customer Service at info@jcrqsn.com or call 1-888-219-4678.
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Accreditation Information:
The Joint Commission is 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.

Note: No ACPE credit was provided for this program.

The Joint Commission is provider approved by the California Board of Registered Nursing, provider number CEP 6381, for 1 contact hour.

The Joint Commission is authorized to award 1.0 contact hour of pre-approved ACHE Qualified Education credit for this program toward advancement or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

This activity has been approved by the National Association for Healthcare Quality (NAHQ) for 1.0 Certified Professional Healthcare Quality (CPHQ) credit.

The Joint Commission Enterprise has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET).

This education offering qualifies for 1.0 Certified Joint Commission Professional (CJCP) credit hours towards CJCP recertification. In order to obtain CJCP credit hours, an individual must first be certified before they start acquiring CJCP credit hours. CJCP credit hours will not be retroactive.

Full attendance at every session is a prerequisite for receiving full continuing education credits. If a participant needs to leave early, his or her continuing education credits will be reduced.

Successful completion of this CE activity includes the following:
- View the presentation and read the accompanying Resource Guide.
- Complete the online Evaluation Form and Post Test.
- A CE certificate/statement of credit can be printed online following successful completion of the Post Test and the Evaluation Form.

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