

## Effective Communication: Achieving Results

**Thu, Dec 16, 2010: 2:00 PM to 3:00 PM LIVE**

Fri, Dec 24, 2010: 10:00 AM to 11:00 AM

Tue, Jan 18, 2011: 1:00 PM to 2:00 PM

Wed, Jan 26, 2011: 12:00 PM to 1:00 PM

Thu, Feb 10, 2011: 3:00 PM to 4:00 PM

Available via satellite and online. All Times Eastern



Communication is complex, and the complexity of communication in health care is magnified by the art and science of medicine and the number of people involved in the care of any one patient. Safe care is dependent upon understanding among and between the many individuals providing care. Effective communication will provide patients with huge benefits; greater health care understanding and a concomitant improvement in the safety of their care are two important benefits. But providers will greatly benefit from enhanced communication as well, because they will reconnect with the very reason they went into medicine in the first place: people.

This live, 60-minute activity is designed to guide organizational improvement efforts in the area of improving communication among staff. Through panel discussion and case study examples, this activity will demonstrate the patient safety benefits that improved and effective communication can provide.

### Target Audience

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

### Objectives

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

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

### Presenters:

The faculty for this program has not been confirmed. Presenters may include Joint Commission Surveyors, Standards Interpretation Group Representatives and Joint Commission Resource Consultants.

### Accreditation Information:

#### Accreditation Council for Continuing Medical Education

The Joint Commission Resources is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The Joint Commission Resources designates this educational activity for a maximum of 1.0 AMA PRA Category 1 Credit™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

#### American Nurses Credentialing Center's Commission on Accreditation

Joint Commission Resources is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. Joint Commission Resources designates this continuing nursing education activity for 1 contact hour. Accreditation by the American Nurses Credentialing Center's Commission on Accreditation refers to recognition of educational activities and does not imply approval or endorsement of any product.

This activity is also accredited by the California Board of Registered Nursing, provider number CEP 6381, for 1 contact hour.



#### Accreditation Council for Pharmacy Education

Educational Review Systems is accredited by the Accreditation Council for Pharmacy Education (ACPE) as a provider of continuing pharmaceutical education.

The live activity is approved for 1 hour (0.1CEU).

The enduring activity is approved for 1 hour (0.1CEU).

#### American College of Healthcare Executives

Joint Commission Resources is authorized to award 1 hour of pre-approved Category II (non-ACHE) continuing 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 Category II credit should list their attendance when applying for advancement or recertification in ACHE.

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

Successful completion of this CE activity includes the following:

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

For complete program descriptions and links to online courses, please visit:

[www.JCRQSN.com](http://www.JCRQSN.com)

The Joint Commission Resources Quality & Safety Network series is developed by Joint Commission Resources. MCN Healthcare is the distributor of the Joint Commission Resources Quality & Safety Network series and has no influence on the content of the series.

To learn more, please contact Customer Service at [jcrqsn@mcnhealthcare.com](mailto:jcrqsn@mcnhealthcare.com) or call 1-800-538-6264.