

Let's Talk: Improving Patient/Provider Communication

Thu, Sep 27, 2012: 2:00 PM to 3:00 PM LIVE

Fri, Oct 5, 2012: 10:00 AM to 11:00 AM

Tue, Oct 23, 2012: 1:00 PM to 2:00 PM

Wed, Oct 31, 2012: 12:00 PM to 1:00 PM

Fri, Nov 16, 2012: 3:00 PM to 4:00 PM

Available via satellite and online. All Times Eastern



The Joint Commission has addressed patient's rights in its accreditation standards for decades. Within these standards is the patient's right to effective communication. However, as is clear through the review of sentinel event data and a voluminous literature, effective communication is more than a patient's right, it is essential to patient safety and quality of care.

In August 2008, The Joint Commission began an initiative to advance the issues of effective communication, cultural competence, and patient- and family-centered care in hospitals. This project focused on developing accreditation standards for the hospital program and developing a monograph to help hospitals better meet patient needs.

In the 2011 Comprehensive Accreditation Manual for Hospitals (CAMH) the new Patient-Centered Communication standards were published and Joint Commission surveyors began evaluating compliance with the Patient-Centered Communication standards on January 1, 2011.

The information collected by Joint Commission surveyors and staff during this implementation pilot phase will be used to prepare the field for common implementation questions and concerns. Compliance with the Patient-Centered Communication standards will, however, be included in the accreditation decision in 2012.

Target Audience

This activity is relevant to the entire hospital and medical staff, particularly organization leaders, managers and supervisors, and staff responsible for performance improvement, patient safety, and risk management initiatives.

Objectives

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

- Explain the value of patient-centered communication.
- Define responsibility and accountability for Patient-Centered Communication standards.
- Identify methods for staff to communicate in a uniform and consistent manner within organizational structure.

Presenters

Presenter information is not available at this time.

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.

Joint Commission Resources designates this educational activity for a maximum of 1.0 AMA PRA Category 1 Credit™. Physicians should claim only the 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.

National Association for Healthcare Quality

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

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.



Accreditation Council for Pharmacy Education (ACPE)

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

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 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.

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.