



The Art of Communication in Patient Safety

Topic: This educational activity is an implementation of a Neonatal Intensive Care Unit (NICU) patient safety culture to improve focus on communication as a meaningful patient safety tool.

Date: 10/9/2019 8:00:00 AM

Location: Cincinnati, OH

Accreditation:

The MEDNAX Center for Research, Education, Quality and Safety is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

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Hilja Dodd Sousa Conceicao, CHCP, CPHQ Disclosure(s) - I/we have no financial relationships to report.

Kassandra S Greci, DNP, APRN, WHNP-BC Disclosure(s) - I/we have no financial relationships to report.

Brian Rosenberg, PhD Disclosure(s) - I/we have no financial relationships to report.

Commercial Support:

There is no commercial support provided for this educational activity.

Purpose or Objectives: At the conclusion of this activity, the participant will be able to:

ACCME Objectives

1. Describe 3 steps required of a strong patient safety program.
2. List 2 items that cause our human cognition to hinder patient safety and communication.
3. List 2 reasons why offering an immediate apology might cause more harm than good.

CME - ACGME/ABMS Competencies addressed in this activity include interpersonal and communication skills and practice-based learning and improvement.

ANCC Learning Outcomes

1. Describe 3 steps required of a strong patient safety program.
2. List 2 items that cause our human cognition to hinder patient safety and communication.
3. List 2 reasons why offering an immediate apology might cause more harm than good.

CNE - IOM Competencies addressed in this activity include Work In Interdisciplinary Teams and Employ Evidence-Based Practice.

Evaluation, Attendance and Credit:

Within <https://mednax.cloud-cme.com>, click My CE and then select Evaluations and Certificates. Follow the instructions to record attendance/time spent and complete the brief evaluation. You will have the option to email the certificate of attendance to your mailbox.