

◆ Patient Experience Training Program ◆

Radiologist Focused Workshop: Session 1 / Improving Interactions as Clinicians and Colleagues

Activity Information:

Location: Via Zoom/Web-based

AMA PRA Category 1 **1.5**
Credit™ Issued:

Moderator/Presenter(s): DANIEL O'CONNELL, PHD *Consultant in Health Care Communication; Clinical Psychologist*
ANTONIO PADILLA, MBA *Vice President of Patient Experience*

Objectives:

- Outline how to develop attitudes and demeanors that make interactions more civil, effective and efficient.
- Demonstrate how to operate more often from an identification of mutual interests rather than from fixed positions.
- Identify how to see other people as ones with whom we are solving problems rather than as obstacles to our preferred outcome.
- Apply strategies to real life situations at work, at home and in the community.
- Outline the various types of cultural diversities (gender, age, race, religion, culture, etc.) that relate to demographics, diagnosis and treatment.

Educational Format:

This activity will be a webinar workshop with case presentation and discussion, which will include role play of negotiations. This activity will be evaluated by each participant at the conclusion of the training.

Target Audience:

The activity content is oriented to address the educational needs of pathologists and other allied healthcare providers who help determine patient care.

Accreditation Statement: City of Hope is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

Credit Designation: City of Hope designates this live activity for a maximum of **1.5 AMA PRA Category 1 Credits™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Allied Health Care Professionals: Registered nurses may report up to **1.5** credit hours toward the continuing education requirement for license renewal by their state Board of Registered Nurses (BRN). CME may be noted on the license renewal application in lieu of a BRN provider number. ◆ The National Commission on Certification of Physician Assistants states that *AMA PRA Category 1 Credit™* accredited courses are acceptable for continuing medical education requirements for recertification.

Disclosure:

As an organization accredited by the ACCME City of Hope requires everyone who is in a position to control the content of an education activity to disclose prior to the activity all relevant financial relationships with any commercial interest. All disclosed relevant financial relationships will have been resolved prior to the commencement of the activity. We further require that prior to the activity faculty/presenter have disclosed their intention to discuss any off label and/or investigational (not yet approved for any purpose) use of pharmaceuticals or medical devices.

Moderator/Presenter: Dr. O'Connell and Antonio Padilla, MBA have indicated they do not have anything to disclose.

During the course of this activity there may be report and/or discussion of unlabeled or unapproved uses of pharmaceuticals and/or medical devices. All such report and/or discussion are attested to be based on evidence that is generally accepted within the profession of medicine and conforms to the generally accepted standards of experimental design, data collection and analysis.

Support: None