

RISK MANAGEMENT BY DESIGN

SPRING EDUCATION 2018

April 4-5, San Francisco, CA | April 25-26, Chicago, IL | May 16-17, King of Prussia, PA

The Practice of Building Trust

When Caring Communities and Peace Church Risk Retention Group first decided that practices in Setting Realistic Expectations (SRE) could help Member organizations achieve their risk management goals, they recognized the importance of creating environments that encourage respectful relationships between residents, families, and staff. These concepts go beyond mere customer service; they help shape an organization's culture of safety and its delivery of care and services. To help attain these goals, the Spring Education Series introduces Medical Improv — an innovative train the trainer program featuring interactive activities designed to improve emotional intelligence, communication, teamwork, and leadership.

Medical Improv is an effective teaching strategy for developing and practicing essential communication skills that promote healthy dynamics such as respect and collaboration in relationships, teams, departments across the organization. Following the workshop, attendees can return to their organizations empowered to teach these communication strategies to staff as part of their SRE initiative.

Day One

- Learn the core principles of Medical Improv
- Explore the breadth and depth of essential communication skills associated with respectful relationships between residents, families, and staff
- Medical Improv activities for improving emotional intelligence and essential communication skills
- Member presentations on emergency management and person-centered care

Day Two

- Teaching improv — strategies and resources
- Incorporating improv into training and education
- Activities for improving leadership and teamwork

Day One includes presentations from Member communities on the innovative solutions and care delivery practices they have found to be successful in person-centered care or emergency management response. For more information or to receive a submission form email Jean Harpel at JHarpel@ecri.org.

We have applied for nursing and NCERS (NHA) continuing education credits for both days of education.



caring communities



Questions? Call us at 800-510-8225