

The Business Case for Creating the Extraordinary Patient Experience



Free CME Program and Dinner

The Cooperative of American Physicians, Inc. (CAP) is proud to partner with the Merced-Mariposa County Medical Society (MMCMS) in hosting *The Business Case for Creating the Extraordinary Patient Experience*, a CME* dinner program for physicians – at no cost or obligation.

In today's world, patients want to feel cared about as well as cared for. Physicians and staff want to feel effective and successful in their efforts on behalf of patients and families.

The program objectives are:

- Define the patient experience across the continuum of care.
- Identify three fundamental foci of the patient experience that will favorably impact healthcare outcomes.
- Develop protocols to reduce patient stress and create the extraordinary patient experience.
- Discuss key elements in creating the extraordinary patient experience.

Join Us:

Tuesday, April 9, 2019

Bella Luna Bistro and Bar
350 W Main St
Merced, CA 95340

Event Times:

6:00 p.m. — Registration and Dinner
6:30 p.m. — Program

Cost:

Free of charge to all physicians and one guest

Reserve Your Spot Today!

*Space is limited, please RSVP by **April 3rd***

1. Fax this Form: 209-723-8371

Physician's Name: _____

Guest's Name: _____

Phone Number: _____

Email Address: _____

2. Register Online: www.mmcms.org
3. Email: chrisy@mmcms.org
4. Call MMCMS: 209-723-2976



**MERCED-MARIPOSA
COUNTY MEDICAL SOCIETY**



**COOPERATIVE OF
AMERICAN PHYSICIANS**

*This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Institute for Medical Quality/California Medical Association (IMQ/CMA) through the Cooperative of American Physicians, Inc.

CAP designates this educational live activity for a maximum of 1 AMA PRA Category 1 Credit(s)[™]. Physicians should only claim credit commensurate with the extent of their participation in the activity.