

PATIENT EXPERIENCE INTENSIVE

See Me as a Person 2-Day Workshop

Patient experience and safety outcomes are directly related to care providers ability to connect with their patients. We call this relational competence. In this interactive, experiential workshop you will explore the neuroscience behind human connection, what gets in the way of that process, and how to apply practices that can transform relationships with patients, their families, and each other.

In this interactive and engaging workshop, you will explore how our amazing brain works, identify habits and patterns that get in your way, and experiment with practices to unleash the hidden energy of connection in yourself and in your teams.

Learning Objectives

- Reflect on the purpose, elements, and evidence base supporting the therapeutic relationship.
- Describe the connections between the neurobiology of human connection, therapeutic relationship, patient safety, treatment efficacy and a quality patient experience.
- Reflect on personal attitudes, assumptions, behaviors and values in relation to the therapeutic relationship.
- Take actions which strengthen self-awareness and mindfulness in therapeutic relationships with patients and families.
- Describe the knowledge, principles and skills essential for applying the four therapeutic practices: Attuning, Wondering, Following, Holding
- Engage in reflective practice to integrate the therapeutic skills, knowledge, and understanding of the human response to illness, crisis and loss into daily practice.
- Understand the importance of compassion for self and team as a foundation for high quality, safe, therapeutic care.
- Identify two personal actions to apply the four therapeutic practices in the workplace.

Continuing Education

Continuing nursing education (CNE) for this program will be awarded (13 contact hours).

Creative Health Care Management is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Register at [CHCM.com/events](https://www.chcm.com/events).