

◆ Patient Experience Training Program ◆

Radiologist Focused Workshop: Session 2 | Building Trust and Rapport in Brief Encounters

Activity Information:

Location: Via Zoom/Web-based

*AMA PRA Category 1
Credit™ Issued:* 1.5

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

Objectives:

- Demonstrate how to build rapport and trust quickly with patients and families in a first and perhaps only encounter or procedure.
- Identify and adapt their interview style and flow to include the most efficient behaviors related to patient comfort and satisfaction.
- Integrate the skills applicable in typical clinical situations in outpatient and inpatient settings.
- Analyze interactions that go well or poorly using the tools offered in the workshop for continuous improvement
- 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. 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

In accordance with the Americans with Disabilities Act (ADA), please call the CME office at (626) 218-5622, should you require special assistance or need additional information regarding this activity.

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