
 **HFPN Webinar: Improving the Patient Experience: Small Changes, Big Results (2024) | 09/10/2024 12:00 PM Online**

The patient experience impacts every aspect of care. The way physicians communicate with patients directly impacts: • their likelihood to adhere to plans of care • their trust in their care team • the quality of care Improving scores directly impacts quality scores and reimbursement in value-based care contracts. Providers may not realize how deliberate, small changes can bring asymmetric returns. To help with this, the HFPN presents Improving the Patient Experience: Small Changes, Big Results on September 10 from noon to 1 p.m. The webinar will feature national thought leader in the area of patient experience – Medical Director of Care Experience and Los Angeles Times best-selling author Rana Awdish, MD. Dr. Awdish has been a pulmonary and ICU physician at Henry Ford for 16 years. Her medical trajectory changed abruptly when she became critically ill herself and had an opportunity to view the provision of care from a patients’ perspective. From that experience, Dr. Awdish penned her book, In Shock: My Journey from Death to Recovery and the Redemptive Power of Hope. This book is now used as required reading at several medical schools and underscores the importance of compassion and connection and their roles in achieving optimal health outcomes for patients. In this one-hour webinar, Dr. Awdish will provide insights and tactical tools to providers on how to bridge the disconnect that can move patients from frustration and noncompliance to satisfaction and adherence. These same techniques will improve provider engagement and fulfillment in their own work.

**Program Goal**

1 Provide insights to clinicians into ways their behaviors may positively/negatively impact the patient experience

2 Give providers advice on recognizing when a patient may be having a poor experience and how to improve

3 Impart strategies to empower patient in their care journey

4 Provide communication tips to improve patient engagement

5 Advise participants on how to use patient experience data to drive change in practice

**Target Audience** Internal Medicine

**Faculty**

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| --- | --- | --- |
| **Name of individual** | **Individual's role in activity** | **Nature of Relationship(s) / Name of Ineligible Company(s)** |
| Rana Awdish, MD, FACP FCCP | Faculty | Nothing to disclose - 10/10/2023 |
| Crystal M Gyiraszin, MS | CME Reviewer | Nothing to disclose - 02/20/2024 |
| Jeff Vandenboom | Faculty | Nothing to disclose - 08/26/2024 |
| Theresa Porada | Course Director | Nothing to disclose - 07/30/2024 |
| Denise Brooks, MBA | CME Specialist | Nothing to disclose - 06/26/2024 |
| Cyndy Lambert, BA | Course Director | Nothing to disclose - 08/26/2024 |
| Lily C Johnston, MPH | Activity Coordinator | Nothing to disclose - 09/04/2024 |

All of the relevant financial relationships listed for these individuals have been mitigated.

**ACCREDITATION STATEMENT:** Henry Ford Health is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

**DESIGNATION STATEMENT:** Henry Ford Health designates this live course for a maximum of 1.00 *AMA PRA Category 1 Credit(s) TM*. Physicians should only claim the credit commensurate with the extent of their participation in the activity.

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**ACCESSIBILITY STATEMENT:** Henry Ford Health provides qualified interpreters and other aids for Deaf, DeafBlind, and Hard-of-Hearing persons at no cost. To request assistance, contact the event coordinator Theresa Porada at TPORADA1@hfhs.org If you have questions, please email Theresa Porada at TPORADA1@hfhs.org. Please allow a minimum of 3 days to process this request.