



## State SLEEP Conference

Presented by

Yale School of Medicine's Department of Internal Medicine, Section of Pulmonary, Critical Care, & Sleep Medicine

# Improving Healthcare Communication



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**Wednesday, November 6, 2019 @ 2-3 pm**

The Anlyan Center, TAC S-447

**Moderator: Vivian Asare, MD**

*There is no corporate support for this activity*

This course will fulfill the licensure requirement set forth by the State of Connecticut

### ACCREDITATION

The Yale School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

### TARGET AUDIENCE

Attending physicians, house staff/fellows, medical students, nurses, physician assistants.

### NEEDS ASSESSMENT

Communication with physicians drives the patient experience and is fundamental to ensuring safe, high quality care. Organizations that train their physicians and nurses to communicate more effectively achieve improved patient outcomes and also find their engagement of clinical staff improve. Most physicians did not learn about Relationship-Centered Communication (RCC), a model of interaction that ensures that patients feel heard, understood and cared-for.

### LEARNING OBJECTIVES

At the conclusion of this talk, individuals will:

1. Introduce the Enhancing Relationship-Centered Communication (ERCC) Program
2. Discuss rationale for Relationship-Centered Communication
3. Demonstrate listening skills that improve patients' experience of care

### DESIGNATION STATEMENT

The Yale School of Medicine designates this live activity for 1 *AMA PRA Category 1 Credit(s)*<sup>TM</sup>. Physicians should only claim the credit commensurate with the extent of their participation in the activity.

### FACULTY DISCLOSURES

Lauren Tobias, MD, Course Director – No conflicts of interest  
Auguste Fortin, MD – No Conflicts of interest

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