

Purpose, Objectives, and Disclosures

Communication in Healthcare

On Demand; November 30, 2024 – November 30, 2026

This activity offers maximum educational hours of:

1.50 contact hours for **NURSES**

1.50 educational hours for **OTHER Healthcare Professionals** (Certificate of Completion)

FOR REPORTING PURPOSES: RETAIN THIS DOCUMENT AND THE AGENDA TO CONFIRM AVAILABLE HOURS

IMPORTANT REQUIREMENTS FOR CONTINUING EDUCATION OPPORTUNITIES

- ✓ Participants requesting credit must score a minimum on knowledge checks to receive their award.
- ✓ Participants must attend the entire activity to receive continuing education.
- ✓ **TO RECEIVE CE HOURS OR A CERTIFICATE OF ATTENDANCE, YOU MUST COMPLETE THE EVALUATION!**
- ✓ We do not keep an archive of past certificates, so please retain a copy for your records.

Direct any questions to: astagg@mphi.org

PLEASE NOTE: CREDIT WILL NOT BE AWARDED UNLESS ALL CRITERIA IS MET

PURPOSE:

The Communication in Healthcare course is divided into six sections, with a quiz following all but the last conclusion section. The sections are divided into: 1) Introduction to Communication in Healthcare; 2) The Situation, Background, Assessment & Recommendation Communication Technique; 3) The OARS Model of Motivational Interviewing Communication Technique; 4) TeamSTEPPS®; 5) The Describe, Explain, State, and Consequences Communication Technique; and 6) the Conclusion.

LEARNING OUTCOME:

After this training, attendees will be able to identify specific situations where either SBOR, OARS, TeamSTEPPS, or DESC should be applied.

DISCLOSURES:

All presenters and planning committee members have completed a Financial Disclosures document that includes an explanation of Relevant Financial Relationships. Based on these forms none of the planning committee members or presenters have relevant financial relations with ineligible companies to disclose.

AVAILABLE CONTINUING EDUCATION:

Nursing Contact Hours Designation

A total of **1.50** Nursing contact hours have been awarded for this activity by the Michigan Public Health Institute – Continuing Education Solutions (MPHI CES)



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Michigan Public Health Institute-Continuing Education Solutions (MPHI-CES) is approved as a provider of nursing continuing professional development by the Louisiana State Nurses Association - Approver, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

All participants have been provided with a copy of the event purpose statement, event goals, event objectives, session descriptions, session goals, session objectives, and disclosure statements prior to the start of this event.

Awarded: 11/22/2024

Award Expires: 11/30/2026