Session Details

Session # 308
Title: Connection Matters: Examining the Importance of Relationship in our Care
Speaker: Maria Kosmetatos, FNP, MS
Date: 10/7/2017
Time: 11:15 AM
CE Contact Hours: 1.25
Pharm Hours: 0

Session Description

This session will examine the research on patient-provider relationships and how they influence engagement in care, patient activation, health outcomes, provider and patient satisfaction. We will discuss the current environment in which we provide primary care and the obstacles to developing effective relationships. We will look at provider characteristics and best practices that foster effective relationships. We will discuss concrete examples of elements of power, respect, body language, touch, quality, continuity, preparation, connection within the patient visit.

Learning Objectives

Upon completion of this session, the learner will be able to:

1. Describe important research regarding the influence of relationship on patients and providers.
2. Identify obstacles in our current care system that prevents connection.
3. Differentiate between examples of beneficial and ineffective components of relationship building.
4. Identify examples of verbal and non-verbal communication to help create connection in provider-patient relationships.

Disclosures

Conflict of Interest for Presenter:

- The presenter(s) of this session declare no conflict of interest. As faculty/presenter for this activity, presenter attests that they will provide the best available evidence for this content and present information fairly and without bias.