

The Relationship Centered Care Network of Southwest Michigan Presents **Using Patient-Centered Communication & Technology to Address Health Care Literacy**



Date: Tuesday, November 8, 2011
Cost: \$25.00 **Undergrad Students** \$10.00
Time: 5:30 pm-8:30 pm (Meal @ 5:30. Program @ 6:00)
Location: Lakeland Healthcare, 1234 Napier Avenue, St. Joseph
Frederick Upton Education Center Rooms 5 & 6

Ernest J. Lanier Sr., Chief Diversity Officer from Borgess Health will discuss inefficiencies in healthcare communication and explore what Patient-Centered Communication is and how it helps to improve communication. He will also share facts on healthcare literacy and introduce the 2012 Joint Commission standards for Patient-Centered Communication.

Vicki Buck, BS, MA, will also demonstrate the Teach-Back method. The Teach-Back method is a patient-centered approach that improves communication. She will also demonstrate LifeLinks which is a language and deaf interpretation service in use at Lakeland Healthcare.

Attendees will link information provided to Relationship-Centered Care and identify how they can personally use the information to improve their relationships with patients in a broadly diverse community.

Continuing education contact hours may be awarded for nurses.

Attendance is required for the entire presentation. Completion/submission of an evaluation form is required to receive a contact hour certificate.

Pre-registration preferred: Mail RSVP below & payment by November 2, 2011 OR register by email to rccswmi@gmail.com & pay at the door with cash or check payable to "The Forum – RCC"
Questions? Contact Bill Reed 269-324-0512 or rccswmi@gmail.com

RSVP BY NOVEMBER 2 @ 3PM

Yes, register me for the RCC SWMI event on November 8th, 2011.

Name: _____ **Email** _____

Organization: _____

Address: _____

Work phone: _____ **Home:** _____ **Fax:** _____

Vegetarian Meal: Yes No

Mail RSVP with payment to: The FORUM-RCC, 1120 Lakeway Ave - Suite 2, Kalamazoo, MI 49001