Agenda

Welcome
Danielle Lazar, MA, Research Associate, Urgent Matters, George Washington University

Housekeeping and Introductions
Danielle Lazar

Employing Best Practices to Improve the Patient Experience
Jim Hoelz, MS, MBA, RN, CEN, FAEN, Chief Nurse Executive/Managing Partner, Blue Jay Consulting

Final Thoughts
Danielle Lazar

Technical Support
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Learning Objectives

Discuss the impact of patient experience in the ED

Identify strategies that have worked to improve patient and staff satisfaction

CME/CEU Disclosure Statement

All speakers and planners completed financial disclosure declarations. Upon disclosure, none of the speakers or planners had any relevant financial relationships to report.
Asking Questions
The question and answer period of the conference will be interactive. We have scheduled approximately 15 minutes for questions at the end of the presentation. To submit a question, simply type your question in the designated area in the right column of the screen at any time during the conference. If your question is not selected to be answered during the webinar, you can re-submit the question by e-mail to info@urgentmatters.org.
Thank You For Participating!

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Immediately following the webinar Urgent Matters will be sending an email that will include an evaluation of the webinar. Once you have completed the online evaluation you will be automatically directed to a website containing instructions for receiving CME/CEU credits. The page will include a link that will allow you to download the claim form provided by The George Washington University Medicine and Health Sciences. Please send the completed form by mail or fax to the address listed on the form.

Physicians: The George Washington University School of Medicine and Health Sciences is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The George Washington University School of Medicine and Health Sciences designates this continuing medical education activity for a maximum of 1 AMA Physician Recognition Award Category 1 Credits.

Nurses: The George Washington University School of Medicine and Health Sciences is approved as a provider of continuing education in nursing (provider number 09-04-01) by the Virginia Nurses Association (VNA). VNA is accredited as an approver of continuing education by the American Nurses Credentialing Center’s Commission on Accreditation. This activity has been designated for 1 contact hours.

Recording
A recording of this conference will be posted on the Urgent Matters website at http://urgentmatters.org along with the powerpoint presentations

The best way to learn about Urgent Matters events is to sign up for our E-newsletter at http://urgentmatters.org

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