

Risk Management Audioconference



Avoiding Miscommunications with Patients: Tips for Busy Practices

Tuesday, April 29, 2008

Noon – 1:00 p.m., CDT

Summary:

The role of communication is complex within any health care setting. Miscommunication has been identified as a significant contributor to sentinel events and a major precipitant of lawsuits. This program will discuss the role of communication in health care and will focus on those communication issues that are frequently posed to our risk management consultants. The goal is to assist physicians and other health care providers in reducing risks, as they relate to communication and to improve patient safety.

Objectives:

- Recognize the importance of communication in the health care setting
- Construct clear, concise notes for documentation
- Review the essential elements of a patient termination letter
- Utilize strategies for discussing adverse events with patients and families

Presented by:

PIC WISCONSIN, a ProAssurance Company

Speaker Information:

Kyle Fromm, BSN, JD

Risk Management Consultant, PIC WISCONSIN

Kyle Fromm, BSN, JD, earned his nursing degree from Southern Illinois University–Edwardsville and a degree in law from Southern Illinois University–Carbondale. His background includes critical care and medical-surgical nursing, health law, and bioethics. As a risk management consultant, Kyle specializes in risk management assessments for physicians, dentists, group practices, and hospitals.

As soon as you've registered, tear off this handy reminder for your planner or bulletin board.

Audioconference Reminder

Avoiding Miscommunications with
Patients: Tips for Busy Practices

Tuesday, April 29, 2008

Noon – 1:00 p.m., CDT

**Registration deadline is
Tuesday, April 22, 2008.**

Space is limited, so reserve your place today.



A ProAssurance Company
DEFENDING THE PRACTICE OF MEDICINE™

For questions or to register, please call
Susan Jacobson at 800/279-8331, ext. 8347
or e-mail her at sjacobson@proassurance.com.

To Attend . . .

For calling instructions, register by calling Susan Jacobson at 800/279-8331, ext. 8347 or e-mail her at sjacobson@proassurance.com. It's quick, easy, and free! Please sign up by Tuesday, April 22, 2008. We hope you can join us for this lively and practical discussion.

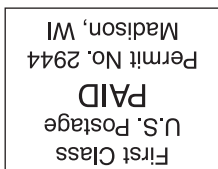
Questions?

Contact Susan Jacobson at 800/279-8331, ext. 8347 or sjacobson@proassurance.com.



A ProAssurance Company
DEFENDING THE PRACTICE OF MEDICINE™

1002 Deming Way, Madison, WI 53717-1938



Risk Management Audioconference

Avoiding Miscommunications with Patients: Tips for Busy Practices

Tuesday, April 29, 2008
Noon – 1:00 p.m., CDT

For calling instructions, register by calling Susan Jacobson at 800/279-8331, ext. 8347, or e-mail her at sjacobson@proassurance.com by Tuesday, April 22, 2008.



You're Invited!

Risk Management Audioconference

Avoiding Miscommunications with Patients: Tips for Busy Practices

Tuesday, April 29, 2008
Noon – 1:00 p.m., CDT

Physicians, dentists, nurses, office managers, and staff will find this program interesting and helpful. Please share this invitation with your staff and register today. We will send you calling instructions so that you can join us by phone.