

PACIFIC ALLIANCE MEDICAL CENTER CME LECTURE ANNOUNCEMENT

DATE: Thursday, October 17, 2013

TOPIC: **“Improving Your HCAHPS Scores and Health Communication”**

SPEAKER: Viki Kind, M.A., Clinical Bioethicist, Medical Educator and Hospice Volunteer and Award Winning Author.

TIME: Dinner: 6:00 p.m.
Lecture: 6:30 p.m. – 7:30 p.m.

LOCATION: PAMC Educational Center
910 N. Hill Street, Los Angeles, CA

TARGET AUDIENCE: All Medical Staff Members and Others Interested

OBJECTIVES: This presentation will provide:

- 1) Identify the communication obstacles that are interfering with health delivery.
- 2) Demonstrate improved team and patient interactions through patient-centered communication.
- 3) Identify what patients expect from physician Interactions.
- 4) Explain how these tools will respect those from diverse populations.

The Speaker has signed a Faculty Discloser Form and has indicated that she no financial interest to disclose.

This program is developed in response to a demonstrated, expressed and/or presumed need as presented to the CME/Library Committee. Format will consist of a didactic presentation with a Q&A period, **and will be evaluated using our on-line survey process.** The granting of CME Credit will depend upon completing the on-line evaluation/survey process.

Pacific Alliance Medical Center is accredited by the Institute for Medical Quality/California Medical Association (IMQ/CMA) to provide continuing medical education for physicians. Pacific Alliance Medical Center takes responsibility for the content, quality and scientific integrity of this CME activity. Pacific Alliance Medical Center designates this live activity for a maximum of 1 AMA PRA Category 1 Credit(s)TM. Physicians should only claim credit commensurate with the extent of their participation in the activity. This credit may also be applied to the CMA Certification in Continuing Medical Education. The granting of CME Credit will depend upon completing the on-line evaluation/survey process.

NOTE: PAMC CME Activities are not commercially supported. CME Planners Disclosure Statements:

Vincent Yiu-Ting Chung, M.D.	Chairman, CME Committee	Dr. Chung states he has no disclosures
Fernando Gavia, M.D.	Anesthesiology/CME Committee Member	Dr. Gavia states he has no disclosures
Natalia Jung, RN	Clinical Instructor	Ms. Jung states she has no disclosures
Margaret Koo, RN	Dir of Education	Ms. Koo states she has no disclosures
Martha Leon, CPMSM	Dir of Med Staff Services	Ms. Leon states she has no disclosures
Geri Lynyak, RN	CNO	Ms. Lynyak states she has no disclosures
Gloria Ruiz	EDQPS	Ms. Ruiz states she has no disclosures
Marlyn K. Beebe, MLIS	Medical Librarian	Ms. Beebe states she has no disclosures
Maria Anderson	MESN	Ms. Anderson states she has no disclosures
Diana Murillo	CME Coordinator	Ms. Murillo states she has no disclosures

Financial Interest Conflict Resolution: In order to assure balanced, objectivity, independence, and scientific rigor, Medical Education Speakers Network provides Speakers who are experts in the field and who confirm in writing they will comply with ACCME Standards for Commercial Support of Continuing Medical Education to ensure CME activity is free of commercial bias or the appearance thereof. Dr. Vincent Chung, PAMC Committee Chair reviewed the Presentation and has signed off on the content validation.