

## When you improve communication, you improve safety.

### SUCCESSFUL PATIENT INTERACTIONS

This workshop assists physicians, residents and other healthcare professionals in achieving more successful interactions with their patients. The skills-based workshop is based on extensive research of key issues facing Canadian physicians and healthcare professionals and will help participants reduce risk and improve safety.

#### Topics covered:

- How effective communication can lower your medical legal risk
- Importance of empathy, active listening and non-verbal communication
- Sensitive clinical examinations
- Includes development of personalized learning and action plans

#### Upcoming Full-Day Workshop:

- **Thursday, October 18, 2018**
- 8:30am – 4:30pm
- Fairfield Inn & Suites - O'Regan Ballroom  
199 Kenmount Road  
St. John's, NL

### EFFECTIVE TEAM INTERACTIONS

This program enables physicians, nurses and other healthcare professionals to have more effective interactions within their teams. The program is evidence-based and highly practical and designed to provide physicians and healthcare professionals with tools and skills to improve communication with their multi-professional colleagues.

#### Topics covered:

- Concept of psychological safety
- Strategies to overcome barriers to effective team communication
- Structured communication tools
- Includes development of personalized learning and action plans

#### Upcoming Full-Day Workshop:

- **Friday, October 19, 2018**
- 8:30am – 4:30pm
- Fairfield Inn & Suites - O'Regan Ballroom  
199 Kenmount Road  
St. John's, NL

**Registration cost: \$699.00 + Tax**

Breakfast, lunch and snacks will be provided.

The **Successful Patient Interactions** and **Effective Team Interactions** one-day workshops were developed in partnership with the CMPA, and leverage the Association's unique understanding of physicians and healthcare professionals' needs, and of healthcare safety issues. Taught by experienced faculty, both programs are designed to result in highly tangible outcomes that improve safety as well as work satisfaction.

#### Accreditation Details

**College of Family Physicians of Canada**  
**12 Mainpro+ credits (Group Learning)**

This Group Learning program has been certified by the College of Family Physicians of Canada for up to 12 Mainpro+ credits.

**Royal College of Physicians and Surgeons of Canada**

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### **6.0 MOC credits (Section 1)**

This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification program of the Royal College of Physicians and Surgeons of Canada, and approved by the Canadian medical Protective Association for up to 6 MOC credits.

### **Royal College of Physicians and Surgeons of Canada**

### **8.0 MOC credits in total (5.0 credits Section 1 and 3.0 credits Section 3)**

This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification program of The Royal College of Physicians and Surgeons of Canada, and approved by the CMPA for up to 5.0 MOC credits.

The Role play exercise of the Effective Team Interactions course is approved by the CMPA as a simulation-based activity (Section 3) for up to 3.0 credits which is one hour as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada.

**For more information and to register, visit [www.saegis.solutions](http://www.saegis.solutions) or contact us:**

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