

Aspirus Continuing Medical Education CME ON DEMAND

Patient-Centered Care: We Need You



Sara Bangs, Regional Director



Maria Gulan, VP of Ambulatory Services & Patient Experience

Statement of Accreditation

Aspirus Wausau Hospital is accredited by the Wisconsin Medical Society to provide continuing medical education for physicians.

Credit Designation Statement

Aspirus Wausau Hospital designates this live educational activity for a maximum of 1 AMA PRA Category 1 Credit™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Disclosure

In accordance with the Standards of the Wisconsin Medical Society, all those who are in a position to affect content of this CME activity are required to disclose financial relationships with any commercial interest(s) related to the subject matter of this activity.

The speaker, activity director, and planning committee have no relevant financial relationships or conflicts of interest to disclose.



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Speakers: Sara Bangs, Regional Director
Maria Gulan, VP of Ambulatory Services & Patient Experience

Learning Objectives

1. Recognize the critical need for collaboration for all to be successful in improving the patient experience
2. Identify why increased individual efforts are needed in healthcare organizations today to improve communication with patients and thus improve patient safety and experience
3. Demonstrate how to use RELATESM and Words that WorkSM to narrate your care, reduce patient fear, manage up a colleague or your team, and manage expectations for patients

Bios –

Sara currently serves as Regional Director with ACI. She has worked in medical group and operational leadership for 14 years, and currently supports several medical specialty practices in the Wausau Central Region.

Maria has been employed with Aspirus for 24 years. She began work as a clinic nurse, held the position of VP of Operations and Service Development until 2017 at which time she transitioned to the role of VP of Ambulatory Services and Patient Experience. Key accountabilities that Maria has today are for consumerism and patient experience. She is passionate about developing projects/programs/and metrics designed to enhance service delivery, patient satisfaction and clinical quality.

Target Audience – this program is designed for physicians, residents, physician assistants, nurse practitioners, registered nurses, allied health care professionals, medical students, and management; interested health care professionals are strongly encouraged to attend.

For questions about this program, please call (715) 847-2184 or email cme@aspirus.org