

# WEBINAR SERIES

## Treating Patients From Diverse Populations: How Healthcare Professionals Can Improve Outcomes

This webinar series is intended to enable attendees to transform healthcare. This series is designed to impact the importance of health literacy, cultural competence, and provider collaboration using an unconventional approach to delivery of better care to diverse and under-served patients. These principles enable providers to establish tangible, lasting improvements in communication, patient satisfaction, trust in providers' abilities and deliver of patient education.

### Schedule

- September 5, 2019 Best Practice Office Operations for the Diverse Patient**  
12:00 - 1:00 p.m. Tracy Bird, FACMPE, CPC, CPMA, CEMC, CPC-I  
*Credit Physician, Advanced Practice Nurses, and Nurses*
- September 12, 2019 Context for Care: Doing More with Less**  
4:00 - 5:00 p.m. Chris Florquist, Management Consultant  
*Credit Physician and Advanced Practice Nurses*
- September 19, 2019 What about Mom? Addressing Maternal Mortality from a Health Literacy Lens**  
1:00 - 2:00 p.m. Teresa Wagner, DrPH, MS, CPH, RD/LD, CHWI  
*Credit Physician, Advanced Practice Nurses, and Nurses*
- September 26, 2019 Plain Language Makes Plain Sense**  
2:00 - 3:00 p.m. Teresa Wagner, DrPH, MS, CPH, RD/LD, CHWI  
*Credit Physician, Advanced Practice Nurses, and Nurses*
- October 10, 2019 What did they Learn? Honing Your Communication Skills**  
9:30 - 10:30 a.m. Teresa Wagner, DrPH, MS, CPH, RD/LD, CHWI  
*Credit Physician, Advanced Practice Nurses, and Nurses*

*Topics and speakers are subject to change.*

### Target Audience

Physicians, Physician Assistants, APRNs, Nurses and other healthcare related professionals

### Cost

**\$50** - Participants may attend one or all sessions.  
*Registration will close 2 business days prior to each session*

### How to Register

**Register Online** - [www.eeds.com/live/257018](http://www.eeds.com/live/257018)  
For additional assistance with registration, please call (620) 235-4040

### For More Information

Call KU Medical Center AHEC West Office at (785) 628-6128.



# WEBINAR SERIES

## Treating Patients From Diverse Populations: How Healthcare Professionals Can Improve Outcomes

### Continuing Education Credit

**All participants requesting continuing education credit or a certificate of attendance must complete documentation of attendance and evaluation form online within the time frame noted.**

**Physicians:** This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of The University of Kansas Medical Center Office of Continuing Medical Education and Accelacare.

The University of Kansas Medical Center Office of Continuing Medical Education is accredited by the ACCME to provide continuing medical education for physicians.

University of Kansas Medical Center Continuing Education designates this live activity for a maximum of 5.0 *AMA PRA Category 1 Credit(s)*<sup>™</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Continuing education credit will be issued according to documented attendance.

**APRNs:** The University of Kansas Medical Center Area Health Education Center West is approved as a provider of CNE by the Kansas State Board of Nursing. This course offering is approved for 5.0 contact hours applicable for APRN relicensure. Kansas State Board of Nursing provider number: LT0086-1149. Karen Aufdemberge, BSN, RN, Coordinator.

**Nurses:** The University of Kansas Medical Center Area Health Education Center West is approved as a provider of CNE by the Kansas State Board of Nursing. This course offering is approved for 4.0 contact hours applicable for RN or LPN relicensure. Kansas State Board of Nursing provider number: LT0086-1149. Karen Aufdemberge, BSN, RN, Coordinator.

**Nursing attendance requirement:** Credit will be awarded based upon documented attendance at individual presentations. Individual presentations must be attended in their entirety to claim credit.

### Planning Committee

Megan Jones, Bryan Barker, PT, DPT, OCS, Chris Florquist, Karen Aufdemberge, BSN, RN and Nikki Cooper, BBA

### Cancellation Policy

A registrant may cancel no later than three business days prior to the first session following registration to receive a refund minus a \$15.00 administrative fee. After that time, no refunds are made. The registration fee will not be transferred to future offerings. Refunds are made by mail.

KU Medical Center AHEC reserves the right to cancel the program and return all fees in the event of insufficient registration. KU Medical Center AHEC will not be responsible for any losses incurred by registrants, including but not limited to airline cancellation charges or hotel deposits.

### Nondiscrimination Statement

The University of Kansas prohibits discrimination on the basis of race, color, ethnicity, religion, sex, national origin, age, ancestry, disability, status as a veteran, sexual orientation, marital status, parental status, gender identity, gender expression and genetic information in the University's programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies: Director of the Office of Institutional Opportunity and Access, IOA@ku.edu, 1246 W. Campus Road, Room 153A, Lawrence, KS, 66045, (785)864-6414, 711 TTY.

### Program Accessibility

We accommodate persons with disabilities. Please call KU Medical Center AHEC at (620) 235-4040 to discuss your needs.