# MedStar Health ED Patient Experience Training

**Original Release Date**  October 11, 2023
**Termination Date**       October 10, 2026

**Target Audience:**  PA's, Physicians, and Nurses

**Learning Objectives**
- Recognize the importance of patient experience.
- Demonstrate how to effectively communicate through proper verbal and non-verbal communication.
- Apply communication strategies to help set patient expectations.

**Commercial Support for this activity has been provided by:** No commercial support has been provided.

**Evaluation Information**
You must complete an online evaluation at the end of this course to receive continuing education credit.

After completing the evaluation, your CE credits will be available on your MedStar Health CE transcript on CloudCME™ **on the next business day**.

**The following Planning Committee Members have no relevant financial relationships with ineligible companies to disclose:**
Rachael Kurek, MS
Katelyn Moser, BS
Teresa Muns, MD
Emily Haley, PA
Sarah Romecki, BSN

**The content of this CE activity addresses a non-clinical topic and is not related to products or services of an ACCME-defined ineligible company.**

**Accreditation**


JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION

In support of improving patient care, MedStar Health is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.

**Credit Designation**


IPCE CREDIT™

This activity was planned by and for the healthcare team, and learners will receive **.50** Interprofessional Continuing Education (IPCE) credits for learning and change.

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**Nurses:** This activity is approved for **.50** ANCC contact hour. Nurses should claim only the credit commensurate with the extent of their participation in the activity.

**Physicians:** MedStar Health designates this enduring material for a maximum of **.50** *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

.**Physician Assistants:**

MedStar Health has been authorized by the American Academy of PAs (AAPA) to award AAPA Category 1 CME credit for activities planned in accordance with AAPA CME Criteria. This activity is designated for **.50** AAPA Category 1 CME credits. Approval is valid until **June 30, 2026**. PAs should only claim credit commensurate with the extent of their participation.

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- Press Ganey Associates LLC. (2020). *Emergency Department Solutions Starter®.*

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<u>You must complete an online evaluation at the end of this course to receive continuing education credit</u>.

After completing the evaluation, your CE credits will be available in your MedStar Health CE transcript on CloudCME™ on the **next business day**. CloudCME™ is a web-based continuing education portal where users can access their transcript anywhere, anytime, as well as register for MedStar Health conferences. Healthcare provider demographic information from all MedStar entities has been uploaded to CloudCME™ to facilitate a single sign-on system.

**To access your transcript via CloudCME:**
- Choose one of the two login options below.
    1. From your SiTELMS account under the Main Menu, select **CloudCME**. This will automatically log you in to your CloudCME account.
    2. From your browser, go to **https://medstar.cloud-cme.com**, select **Sign in**, select "I am a MedStar Associate" or "I am Not a MedStar Associate, and log in with your credentials.
- Select **My CE** (yellow button in the navigation menu).
- Select **Transcript**.
- On the left side, adjust the **Filter by Date** fields to the desired time period.
- On the right side, select **Download Transcript** to save your transcript, or select **Email Transcript** to email your transcript to yourself or someone else.

**For questions about accessing CloudCME™, please contact:**
SiTEL Help Desk at 855-745-1861, Monday through Friday from 8 a.m. to 5 p.m. Eastern time, or at
medstarceapplications@email.sitel.org

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# You have successfully reviewed the interprofessional continuing education credit information for this activity.

Click "Save & Exit" in the upper right to complete.

Reminder: **You must complete an online evaluation at the end of this course to receive continuing education credit.** After completing the evaluation, your CE credits will be available on your MedStar Health CE transcript on CloudCME™ **on the next business day.**

It's how we treat people.

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