The Keys to Clinical Quality, Patient Safety and Patients’ Experience of Care: Communication and Relationship

28th Annual AACH National Faculty Development ENRICH Course
(ENRICH: Enriching Relationships in Communication and Healthcare)

June 11 - 15, 2010

Location: Renaissance Hotel and Brown Campus in the Smith-Bunanno Building

Click here for a pdf of the brochure

For more than 30 years, AACH has focused on the complex topic of medical communication and relationship-centered care to improve the quality of patients’ experience of care.

The research is very clear that communication and relationships issues are critical to patient care and have multiple influences on outcomes. Communication and relationship have been demonstrated to have an impact on patients’ experience of care, patients’ experience of care, improved patient adherence to treatment regimens, clinical outcomes and quality, patient safety, teamwork, cultural sensitivity, and reduce medical malpractice risk.

The 28th Annual AACH Faculty Development Course will address four aspects of patient safety and quality improvement: promoting fundamental relationship-centered care, anticipating and managing unexpected medical outcomes, developing high-performance teams, and cultivating relationship-centered leadership.

Jointly sponsored by:

Lifesan, the American Academy on Communication in Healthcare
and the University of Arkansas for Medical Sciences

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