

Baystate Medical Center

Presents

Schwartz Center Rounds

“It’s more than Words: Interpreter Services as Partners in Culturally Informed Care”

January 11, 2010

12:00-1:00 pm

Chestnut Conference Room 1A & 1B

Facilitator: John O’Reilly, MD

Program Goal

The goal of this program is to support and advance compassionate health care in which caregivers, patients and their families relate to one another in a way that provides hope to the patient, support to the caregivers and sustenance to the healing process.

Learner Objectives

By participating in this continuing education program, the attendee should be able to:

- Describe a critical element that enhances the relationship and understanding between patient and caregivers.
- Identify patient and provider characteristics and behavior that impede or foster compassionate care.
- Explain the value of communications among health care professionals, patients and families for decision-making, intervention and support.

Each Schwartz Center Rounds session begins with multidisciplinary clinicians presenting a challenging and interesting patient situation.

Risk Management – These credits are appropriate for risk management study.

Faculty Disclosure

All faculty participating in continuing education programs sponsored by Baystate Health are expected to disclose to the program audience any real or apparent conflicts of interest related to the content of their presentation. None of the members of the planning committee or faculty have any commercial relationships relating to the content of this educational activity.

Credit

Physicians

Baystate Health is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

Baystate Health designates this educational activity for a maximum of (1) AMA PRA Category 1 Credit(s)TM. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Nurses

Baystate Health, Office of Continuing Education has approved this course for continuing education units in accordance with the regulations of the Commonwealth of Massachusetts Board of Registration in Nursing. This offering carries 1.2 contact hours for nurses

An Educational Grant was provided by the Kenneth B. Schwartz Center in Boston, MA