

# Risk Management: Patient Doctor Communications and Cardiac Emergencies

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Tuition: \$79

Hours: 4

## Instructor

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- Lori Holt, RN-BC

## Course Description

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During this 4 hour virtual lecture, attendees will review cardiac risk factors to assess their patients for possible early coronary disease. The lecture includes the signs and symptoms of an acute myocardial infarction. Bringing attention to how the signs and symptoms of different patient groups can experience unique symptoms. Review of different cardiac arrhythmias/dysrhythmias are discuss, including the signs and symptoms of those arrhythmias. The lecture will review office treatment plans for the patients experiencing these cardiac emergencies.

This lecture will also discuss the importance of excellent patient/doctor communication skills. Included in the lecture are barriers that affect communication between the doctor and patient. Discussion includes review of skills to assist doctors to communicate clearly with both patients and staff. The attendee will be able to demonstrate better communication skills to use when communicating with patients and other staff members.

## Evaluation

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The content of this course is provided through narrated PowerPoint presentations which the learner's participation (time) is actively tracked and logged. A minimum of four hours is required. There will be at least three questions for every hour of the class. The learner must receive a score of 80% of the total possible points and log at least four hours to receive credit for the course. Learners not achieving the pass rate will be directed to additional study by the instructor and allowed to re-take the examination.

No textbooks required. Computer and Internet service required for completion of this course. Funding sources and potential conflicts of interest statement: No funds were received, underwritten or subsidized by any vendors of any goods including supplies or services for this course.

## Outline

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<u>Hour</u>	<u>Topic</u>	<u>Category</u>
1.0	Risk Factors of Early Coronary Disease Signs and Symptoms of An Acute Myocardial Infarction in all patient groups	Cardiac Emergencies
1.0	Signs and Symptoms of Cardiac Arrhythmias/Dysrhythmias Treatment plans for office patients experiencing cardiac emergencies	Cardiac Emergencies

1.0	The importance of excellent communication with patients and staff Verbal and Non-Verbal Cues	Patient/Doctor Communication
1.0	Barriers that affect communication Skills to improve communication with patients and office staff	Patient/Doctor Communication

## Objectives

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- Improve their assessment of patients for early coronary risk factors.
- Recognize the signs and symptoms of an acute myocardial infarction in all patient groups
- Improve their skills in assessing patients for cardiac arrhythmias/dysrhythmias including recognizing the signs and symptoms of those arrhythmias.
- Increase their knowledge on developing a protocol to administer help to the patient experiencing a cardiac emergency in an office setting.
- Improve their communication skills with patients and staff.
- Identify barriers that affect communication.
- Identify verbal/non-verbal cues to use and avoid when communicating.

## Disclaimer

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This syllabus is a representation of the requirements for successful completion of the course, containing the objectives, content, organization, and evaluation processes. It is the student's responsibility to read, comprehend, and act on the syllabus' objectives, content, and requirements. The faculty teaching this course reserves the right to reasonably alter the sequence of activities, assignment dates, and evaluation and assignment methods or styles. Every effort will be made to inform the class members in advance of such changes. Students are responsible for following the syllabus and any changes instituted by the faculty. Should there be any questions or need for reasonable interpretation or clarification of the syllabus, the student must contact the lead course instructor/syllabus author(s) to obtain answers to the above.

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