

**A. COURSE TITLE**

Enhancing the Patient Experience through Engagement

**B. DESCRIPTION OF THE COURSE**

This course will focus on the evolving patient-centered care delivery model that includes the patient as an active participant in their own healthcare.

Understanding the patient as a unique person not as a combination of diseases and how we can co-manage patients with their other healthcare providers for better clinical outcomes. There is a paradigm shift underway in re-defining the relationship between the healthcare professional and the patient. Learn about these rapidly transitioning issues and how to actively engage your patients in shared decision making and collaborating in their own treatment plans and goals.

**C. EDUCATIONAL OBJECTIVES**

Upon completion of this seminar, participants are expected to be able to:

1. What is patient-centered care?
2. What is patient engagement?
3. Understand the changing roles in the doctor-patient relationship.
4. Introduction to Dr. Eric Topel's healthcare utopia.
5. 7 Dimensions of patient-centered care.
6. How to co-manage patients' care.
7. How to use shared decision making.
8. Tips on engaging patients as members of their own healthcare team.

**D. DESCRIPTION OF TEACHING METHODS USED**

This seminar/course will utilize:

Recorded Video (23:06 minutes)

Additional Coursework:

Required Reading: (30 minutes)

" Driving True Patient Engagement Beyond the Basic Patient Portal." *InterSystems*. 2015. 5 Mar. 2015. <  
<http://www.intersystems.com/library/library-item/driving-true-patient-engagement-beyond-the-basic-patient-portal/>>.  
<http://www.intersystems.com/library/library-item/driving-true-patient-engagement-beyond-the-basic-patient-portal/>

Ferrer, MD, MPH, Associate Editor, R., & Gill, MD, MPH, Associate Editor, J. (Eds.). (2013). Shared Decision Making, Contextualized. *Annals of Family Medicine*, 13(5). Retrieved September 12, 2015, from  
<http://www.annfammed.org/content/11/4/303.full>  
<http://www.annfammed.org/content/11/4/303.full>

Suggested Reading:

Pelzang, Rinchen. "Time to Learn: Understanding Patient-centred Care." *British Journal of Nursing* 19.14 (2010): 912-17. *MAG Online Library*. Mark Allen Publishing Ltd. Web. 5 Mar. 2015.  
<http://www.magonlinelibrary.com/doi/10.12968/bjon.2010.19.14.49050>

Topel, E.. (2015). *The Patient Will See You Now: the future of medicine is in your hands*. New York, NY.: Basic Books.

**E. COSTS**

This course may be purchased for \$29.00.

**F. REGISTRATION**

To register please visit: <https://grow.bestpracticesacademy.com/> . Find the course in the 'Catalog'.

**G. INSTRUCTORS**

The course will be taught by the following instructor(s) below. Please click the instructor name for a full biography.

Dr. Karen Korth NCC PCMH CCE ([CV](#)) ([Bio](#))

#### H. REFUND AND CANCELLATION POLICIES

**Refund Policy:** Online Courses require payment in full before access is given to the course. Online Courses are non-refundable and non-transferrable.

#### I. LOCATION, DATE AND TIME

The course is held online and on-demand, 24/7 via the Best Practices Academy online learning system at <https://grow.bestpracticesacademy.com/>.

#### J. PACE RECOGNITION STATUS

Best Practices Academy is recognized by the PACE program of the Federation of Chiropractic Licensing Boards.

*PACE Approved States for continuing education credits: a complete list can be found at [www.bestpracticesacademy.com](http://www.bestpracticesacademy.com)*

#### K. NUMBER OF CREDIT HOURS & REQUIRMENTS FOR OBTAINING CREDIT

This course is approved for one (1) hour of continuing education credit through PACE (see approved states in section J). Upon successful completion Best Practices Academy will directly report the credit hours received to the PACE organization within 30 days along with providing the participant with a verification letter by email. In order to receive the full one (1) hour the participant must:

- Attend and Participate in the complete course. Technology capabilities track online course attendance.
- Complete the Continuing Education Verification Form
- Pay all tuition fees for the course as stated above
- Provide a current email address for verification letter



- Complete the Course Evaluation Form

**L. COMMERCIAL RELATIONSHIPS**

This seminar is sponsored by Best Practices Academy.

**M. PRIOR SKILL, KNOWLEDGE OR EXPERIENCE NEEDED**

General knowledge of practice operations and patient clinical care is necessary.