

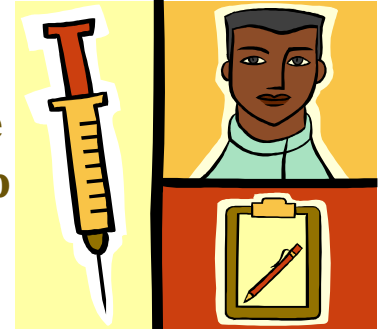
The Michigan Center for Rural Health and
the MSU College of Nursing Present:
*Patient Satisfaction: A Key to Creating a
Culture of Safety in Healthcare Settings*
via the REMEC TeleHealth Network

Topic: Patient Satisfaction: A Key to Creating a
Culture of Safety in Healthcare Settings

Speaker: Pam Theisen, Director of Service Excellence
for Henry Ford Hospital and Medical Group

Date: Tuesday, March 13, 2007

Time: 12:00 Noon - 1:30 PM
(Please feel free to bring your own lunch)



Objectives:

- Describe the components of service excellence in healthcare settings.
- Discuss the relationship between service, staff satisfaction, quality of care and patient safety.
- Discuss the strategies organizations have successfully used to improve service excellence and patient safety.
- Identify behaviors and strategies that positively impact the patient experience in healthcare settings.

Accreditation: Nurses who attend the entire program and complete an evaluation form will receive a certificate for 1.8 contact hours. Michigan State University College of Nursing is an approved provider of continuing nursing education by the Michigan Nurses Association, an accredited approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

CONTACT MCRH @ 517-355-8250 or visit
www.com.msu.edu/micrh
For Program Information

Sign-in sheets, program evaluations & any available handouts will be
posted 2-3 days prior to the program at the above website.

THERE IS NO CHARGE FOR THIS PROGRAM

Contact the Site Coordinator listed below to confirm broadcast at your facility.

Site Location: _____

Site Contact & Phone #: _____