



WEBINAR

Creating an Environment of Trust through Compassion (Summer Series webinar #2)

Date: **Tuesday, June 14, 2022**

Time: **12:00 p.m. – 1:00 p.m. CT**

Speaker:

Karen Cook, RN, Coach and National Speaker, Huron

Cost: \$200 for the summer series (per hospital, no charge for additional lines)

Target Audience

Chief Medical Officer, Chief Nursing Officer, COOs, nursing staff, human resource professionals, compliance officers, organizational leaders, and anyone else interested in the topic.

Course Curriculum

While every organization strives to deliver exceptional, trusted, safe, patient-centered quality care—do they really? A consumer’s perception of quality at an organization is impacted by moments of truth—those moments that form an impression. This session is about hardwiring the behaviors and processes that lead to a culture of higher clinical quality and reliability, safe and efficient care delivery and operational excellence from the patient, employee, and physician perspective. During this presentation, Karen Cook will lay the foundation for how to create an environment of trust. Every interaction can impact trust and the perception of quality, but those that show caring, and concern can be a key differentiator. Starting with our own individual accountability, strategies to ensure compassion is a platform for all interactions will also be shared throughout the session. Not only is this good for patient and family centered care, creating an environment of trust through compassion contributes to our own resilience.

Learning Objectives

At the conclusion of this session, participants should be able to:

- Define the value of compassion in healthcare.
- Outline five moments of truth that impact a customer perception of quality.
- Describe two strategies to build our own resilience through compassion.

Speaker Bio

Karen Cook is a senior coach and national speaker at Huron who has spent more than four decades working in the healthcare industry. She has practical nursing and administrative experience working with organizations from complex multihospital systems and community hospitals to long-term care facilities and physician practices.

Karen is known for her ability to collaborate with all leaders from the C-suite to the front line, helping organizations promote quality patient care, employee loyalty, efficiency and professionalism. She is recognized for her expertise helping organizations improve care quality as measured by patient experience surveys, having also participated in early focus groups with the Agency for Healthcare Research and Quality (AHRQ) as the HCAHPS survey was created. She has also coauthored multiple resources to guide organizations through critical tactics to improve their outcomes.

A strong advocate of patient and family-centered care and cultures of safety, Karen is a national speaker who presents on a multitude of topics including the importance of compassion in healthcare, healthcare leadership development, communication, employee engagement and Evidence-Based LeadershipSM tactics. She has presented to multiple industry associations including the ECRI Institute, the American Organization for Nursing Leadership (AONL), the Healthcare Financial Management Association (HFMA), and multiple American Hospital Association meetings. Her passion is working with all levels of nurses, from students to executive leaders.

This speaker has no real or perceived conflicts of interest that relate to this presentation.