

COURSE OVERVIEW

During these unprecedented times of the COVID-19 crisis healthcare leaders are challenged with providing additional resources to front-line managers on clinical educational topics to enhance their staff's competency and resilience. Health care managers are leading in a time of transformation and transition and this education is designed to provide ideas and best practices around leading yourself and your team during adversity with the COVID-19 crisis and beyond.

Wonder what's next for the Penn Medicine Experience?

Join Cindy Morgan, VP, Organization Development & Learning; **Krisda Chaiyachati, MD**, Medical Director, Penn Medicine OnDemand and PennOpen Pass; **Tracey Commack**, Associate Executive Director, Penn Medicine Radnor; and **Craig Loundas, PhD, AVP**, Penn Medicine Experience, HR/PMA in the run up to the PMX week. Check in on key trends that will impact our patients and their families in the next year and beyond. Bring your questions and connect with others to recognize and celebrate empowerment.

TARGET AUDIENCE

This activity is intended for physicians, nurses, physician assistants, nurse practitioners and healthcare administration staff and leaders in the Health System.

EDUCATIONAL OBJECTIVES

Upon completion of this activity, learners should be able to:

- Review and assess key trends in healthcare and impact on patient experience
- Discuss the addition of "Cultural Humility" to the PMX Standard and this year's theme, "Empowered"
- Explore top tips for driving employee empowerment and engagement
- Share your experiences and get ideas from others

PLANNING COMMITTEE MEMBERS

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ACCREDITATION



In support of improving patient care, Penn Medicine is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

DESIGNATION OF CREDIT

Physicians: Penn Medicine designates this live activity for a maximum of **1.0 AMA PRA Category 1 Credits™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses: This program provides **1.0** contact hour

Physician Assistants: AAPA accepts certificates of participation for educational activities certified for *AMA PRA Category 1 Credits™* from organizations accredited by ACCME or a recognized state medical society. PAs may receive a maximum of 1 Category 1 credit for completing this activity.

DISCLOSURE OF RELEVANT FINANCIAL RELATIONSHIPS

No faculty or planning committee member reported any relevant financial relationships related to the content of this activity.

Relevant Financial Relationships: Financial relationships are those relationships in which the individual benefits by receiving a salary, royalty, intellectual property rights, consulting fee, honoraria, ownership interest (e.g., stocks, stock options or other ownership interest, excluding diversified mutual funds), or other financial benefit. Financial benefits are usually associated with roles such as employment, management position, independent contractor (including contracted research), consulting, speaking and teaching, membership on advisory committees or review panels, board membership, and other activities from which remuneration is received or expected.