Understanding Your Impact – What is Patient Centered Care?
Caring Roles….Mother Teresa & Gilligan meet Dr. Phil & Nurse Ratched

Webinar

Live Staff Training  1 Hour
Family Caregivers & General Public  1 Hour

**Program Description –**
This program will define what patient centered care is, why it matters and how to deliver it. We will take a deeper look at emotions and how they drive our reactions. As a group we will dismantle how and why people react the way they do in a fun nonthreatening way. There is an interactive game where we will breakdown personality styles, delivery approaches, and belief systems to understand how care is perceived, received, and delivered; allowing participants to become better “Care Partners.”

**Objectives –**
- Define Patient Centered Care and why it matters
- Discuss delivery styles -how they can enhance care.
- Understand why people react the way they do.
- Explore tools to change outcomes, create joy even with a difficult person.
- Feel empowered to be a change maker.
- Discuss and define Caregiver, Care Receiver, Care Partner, Carer
- Evaluate how, why and when “Caring Roles” shift and change
- Learn how roles can make us better Care Partners