



PROFESSIONAL COMMUNICATION IN HOME CARE

Satellite Conference and Live Webcast

Thursday, June 28, 2012, 2:00-4:00 p.m. (Central Time)

3:00-5:00 p.m. (Eastern) 1:00-3:00 p.m. (Mountain) 12:00-2:00 p.m. (Pacific)

FACULTY:

Becky Leavins, RN

Nurse Consultant

Compliance Coordinator

Bureau of Home and Community Services

Alabama Department of Public Health

Shirley Offutt, BSN, RN

Education Nurse Consultant

Bureau of Home and Community Services

Alabama Department of Public Health

Carolyn O'Bryan-Miller, LCSW, PIP

Social Work Consultant

Bureau of Home and Community Services

Alabama Department of Public Health

PROGRAM OBJECTIVES:

1. Define communication.
2. Understand how communication is affected by disease processes.
3. Describe culture differences affecting communication.
4. Discuss the basics of effective communication when providing care.

UPCOMING PROGRAM:

Wednesday, July 11, 2012

Caring for Patients/Clients with Cancer in Home Care

2:00-4:00 p.m. CT

For more details:

www.adph.org/alphtn

Effective communication between the home health aide or attendant, the patient, the family, and other members of the health care team is an essential tool for maintaining the patient's optimal health. The core skill of good communication is listening. It requires that we be curious enough and interested enough in the other person to make sure we are clear about what we are saying, asking for clarification and reflecting back to make sure we have heard correctly. Good listening can often be one of the best interventions we can make with our patients and their families. Faculty will present best practices for successful communication including a discussion on cultural differences.

CONFERENCE DETAILS:

Target Audience: Home health aides, home attendants, and other professionals and family workers who administer and care for patients in the home setting.

Continuing Education: None for this program.

Registration: www.adph.org/alphtn

Technical Information: To receive complete technical information you must register at www.adph.org/alphtn

Satellite - Live satellite conference on C band (analog).

Webcast - Watch with RealPlayer or Windows Media Player. Test your computer with the "test connection link" at www.adph.org/alphtn

Audio - To listen by phone, call 1-888-557-8511. Enter access code 972-1530 #. Press # again to listen to the conference.

On Demand - Available 2-3 business days after the live broadcast from the On Demand page of our website.

Conference Materials: Posted on our website approximately one week before the program for registered participants.

Conference Details Questions: Call: 334-206-5618 | Email: alphtn@adph.state.al.us

**The content of this program is based on the policies and procedures of the Alabama Department of Public Health, Alabama and federal statutes, rules, regulations, and guidelines. Viewers not employed by the ADPH should always check to clarify whether the content is accurate according to the statutes, regulations, and policies of their jurisdiction and agency. **



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