



LEARNING & ACTION NETWORKS

Cardiovascular LAN - Hospital
HAI LAN - Ohio's EHR LAN -
Nursing Home HAC LAN -
Readmissions/Adverse Drug
Events (ADE) LAN

DATE & TIME

Wednesday, June 26
3:00 – 4:30 p.m. (ET)

DIAL-IN INSTRUCTIONS

1.877.317.4899
ACCESS CODE: 93349730

REGISTRATION

Click on link below or copy and
paste into your web browser:

www.surveymonkey.com/s/62613MedAdherence

Or contact Anita Senica:

asenica@ohqio.sdps.org or
216.503.5824 by Monday, June 24

WEBEX INSTRUCTIONS

Please join us 15 minutes prior to the
presentation to ensure the automatic
system set-up has been properly
established.

- 1) Go to: <https://qualitynet.webex.com>.
- 2) Locate the event you wish to join.
- 3) Click on **Join Now** (located to the right of the event title).
- 4) Enter your name and email address as prompted.
- 5) Enter the password: **communicate**
- 6) Dial in to the teleconference. The number is 1.877.317.4899. The access code is 93349730.

If you have any questions or problems
accessing the meeting, please call the
Buccaneer WebEx Helpline at 540.347.7400
x390.

This program is co-sponsored by
the Ohio Pharmacists Association.

**There is no pharmacist CE credit associated
with this program.**



SAVE THE DATE: WEDNESDAY, JUNE 26

**NEW
TIME**

Let's Talk!

Effective Communication Techniques to Improve Patient Activation and Medication Adherence

Do your patients remember what they are taught? Education is key to empowering patients and better outcomes. It can be challenging to assess whether or not the information shared is understood, or to identify the factors that contribute to poor adherence.

This interactive webinar will present methods to overcome health literacy barriers and improve patient adherence to medications and self-care. The presenters will discuss proven communication techniques that health providers can use to enhance efforts in assessing patient understanding. Sharing personal experiences and successes, they will explain how to ask effective questions to uncover health beliefs, reinforce messages, and create a more open dialogue.

Speakers

Sarah Kelling, PharmD, MPH

Pharmacy Resident, Kroger – Ohio Northern University

David Bright, PharmD, BCACP

Assistant Professor of Pharmacy Practice, Ohio Northern University

Cindy Wetzel, DNP, RN, ACNS-BC, CCNS, CCRN, CHFNP

Critical Care Clinical Nurse Specialist, Salem Community Hospital

Objectives

- Discuss the significance of health literacy
- Describe the teach-back process
- Discuss opportunities to collaborate with pharmacists to improve medication adherence
- Describe the use of motivational interviewing in practices to promote adherence

Who should attend

- Pharmacists
- Physicians and Medical Office Staff
- Nurses, Case Managers, Discharge Planners, Care Transition Professionals
- Health Care Administrators
- Quality Improvement Professionals

Continuing education credits for nurses are pending. For information about approval status for contact hours, contact Liz Simpson at 1.216.503.5788. For approved programs, Ohio KePRO requires completion of 100% of the program in order to receive continuing education credits. Ohio KePRO (OLN-0011-P) is approved as a provider of continuing nursing education by the Ohio Board of Nursing through the approver unit at the Ohio League for Nursing (OBN-006-92); provider unit status is valid through July 31, 2013.

Sarah Kelling, PharmD, MPH and David Bright, PharmD, BCACP have disclosed a potential conflict of interest due to their employment with Kroger. The conflict will be resolved by focusing comments only on the objectives they have been asked to present as a subject matter expert.