

Experience as a Differentiator: Opportunities at the BHN

presented by

*Erica Moura, MSW; Gerard
Lupacchino, MBA*

6/30/2022 12:00:00 PM

Online

Learning Objectives: *As a result of participating in this Live Activity, participants should be able to:*

- 1 Identify how patient experience is measured, why we measure it, and what scores are saying*
- 2 Review the correlation between patient and employee experience scores and its implications.*
- 3 Discuss how working well together as a team has a direct impact on the patient experience.*

Accreditation Statement: In support of improving patient care, Hartford HealthCare 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.

Credit Designation Statement: Hartford Healthcare designates this Live Activity for 1.25 *AMA PRA Category 1 Credit(s)*[™]. Physicians should only claim credit commensurate with their participation. This activity is approved for 1.25 ANCC contact hour(s).

Financial Disclosures:

- Erica Moura, MSW: Nothing to disclose - 06/16/2022
- Gerard Lupacchino, MBA: Nothing to disclose - 06/21/2022
-



