Bedside Manners
A workshop to improve communication and teamwork between RNs and MDs

Presented by: Suzanne Gordon,
Author and Journalist

Monday, February 14th, 0800 – 1200
or
Monday, March 7th, 1500 – 1900
Helfaer Auditorium

Purpose:
One of the least discussed and most important components of both patient safety and retention and recruitment is the nurse-doctor relationship. Insights and strategies into effective teamwork will help Nurses and Doctors replace the parallel play among intimate strangers that now characterizes the hospital and health care workplace. Froedtert Staff RNs and MCW Residents will also be acting in a play written by Suzanne titled Bedside Manners.

Objectives:
- Explain how dysfunctional team relationships impact patient outcomes, recruitment, & retention of staff.
- Describe the relevance of the aviation model to health care.
- Explain how we can create genuine health care teams
- Describe the strategies & techniques that lead to genuine teamwork.

RNs and MDs register to attend in the Learning Center, search “Bedside Manners.”
3.5 Nursing Contact Hours are available*

*Successful completion of the activity will require attendance at the entire activity and completion of an evaluation form.

Planning Committee: Stacy Waraxa, BSN,RN, CAPA, Kristi Opper, MS, RN, ACNS-BC, Deb Hack, BSN, RN, CMSRN
A special thank you to the RN/MD Collaboration Team and the Donors to the Froedtert Foundation

Please contact Kristi Opper, MS, RN, ACNS-BC at 805-4234 or kopper@froedterthealth.org for any questions or concerns.

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