

Ethics
Credit

Driscoll Way

Medical Staff Professional



The one-hour training session, called “Communicate with HEART,” will include “START with Heart,” which covers the nine expected service behaviors to enhance customer service skills, and “Respond with HEART,” a service recovery model.

Speakers:



Jon Roberts, MD
Director, Pediatric
Pulmonology
Program Director DCH Cystic
Fibrosis Center
Course Director, Driscoll Way
Training



Ana Almeda, MD
Pediatric Neonatal-Perinatal
Chief Medical Officer for
Rio Grande Valley
Driscoll Health System



Scott Kleppe, DO
Sport Medicine
Medical Director, Sport
Medicine
Driscoll Health System

Target Audience:

The audience comprises physicians, physician assistants, and nurse practitioners.

Educational Methods:

This workshop content will be delivered through didactic lectures, interactive sessions, case studies, and question-and-answer sessions. Attendee participation is encouraged!

Objectives:

Upon completion of this lecture, the participant should be able to:

- Explain why a commitment to service excellence is important.
- Describe and practice the 9 expected service behaviors.
- Describe and practice the five steps of the H.E.A.R.T. service recovery model.

Physicians can claim *AMA PRA Category 1 Credit*™ once for this activity through the American Medical Association, regardless of how many times they repeat the course.

Please contact Maria Campbell, CME Specialist, to verify your completion of the course at Maria.Campbell@dchstx.org.

To Register: Register in Cornerstone, which is located on the DCH Intranet. Cornerstone will provide information about the time and location of the course presentation.

2024 Dates

Corpus Christi

March 12
May 2
July 10
September 26
November 5

McAllen/ RGV

April 25
June 4
July 11
August 28
November 14

CME Accreditation:

The Driscoll Health System is accredited by the Texas Medical Association to provide continuing medical education for physicians.

AMA Credit Designation Statement:

The Driscoll Health System designates this live activity for a maximum of one (1) AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity. This course has been designated by the Driscoll Health System for [one (1)] hour(s) of education in medical ethics and/or professional.

Disclosure of Relevant Financial Relationships: The planning committee members and speaker have no financial relationships with any ineligible companies to disclose.

Contact:

Evelyn.Ferrer@dchstx.org or
Teresa.Perez@dchstx.org