Build a Culture of Always – Where it matters most… At Home: Caring Leadership

December 3, 2020

Pittsburgh, PA

9:00am to 11:30am

Presented By:

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Learning Objectives:

* Describe five moments of truth that people use to judge the quality of a service industry.
* Outline three tips high- performing organizations do to improve overall culture and “overall HH CAHPS” outcomes
* Define Caring Leadership principles, framework, and practical uses
* Summarize key elements of Caring Leadership and its impact on organizational outcomes
* Describe Caring Leaderships impact on workplace culture, engagement, retention, innovation, etc.
* Indicate key barriers to Caring Leadership and ways to avoid them
* Prepare leaders for the application of Caring Leadership into their leadership style

2.5 Contact Hours

UPMC Provider Unit is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation

To receive 2.5 Contact Hour(s), the learner must attend the entire activity and complete the activity evaluation.

Disclosure of Conflicts of Interest:

All individuals in a position to control the content of this education activity are required to disclose all relevant financial relationships with any proprietary entity producing, marketing, re-selling, or distributing health care goods or services, used on, or consumed by, patients. The following information was provided.

Karen Cook, Joseph Dicianno and the planning committee for this activity did not have any relevant financial relationships with a commercial interest.