

# Hospital Grand Rounds

Stay up-to-date, learn about new developments, meet leaders in health innovation, and get to know your colleagues.

Children's National Auditorium, 2<sup>nd</sup> Floor Main

## Wednesday, March 9, 2016

### Special 1:30pm Session

# Creating an Epidemic of Empathy in Healthcare

## *Patient Experience Week*

*Presented by*

**Thomas H. Lee, MD, MSc**

*Chief Medical Officer, Press Ganey Associates, Inc.*

Author of "Chaos and Organization in Healthcare,"

"Eugene Braunwald and the Rise of Modern Medicine,"

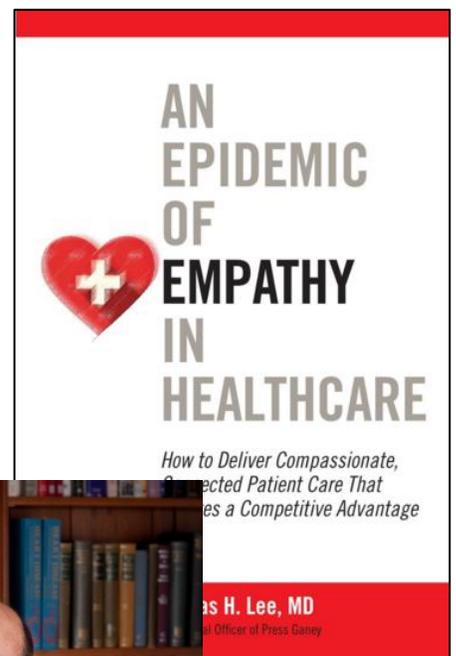
and "An Epidemic of Empathy in Healthcare"

A continuation of Children's National's focus on empathy, as discussed during Dr. Kurt Newman and Amanda Leland's "From Good to Great" Grand Rounds

#### Learning Objectives

Attendees of this session will be able to:

1. Identify the major drivers of patients' peace of mind
2. Discuss the concept of "social capital" as a key ingredient for building excellent teams
3. Explain the use of social network science to help spread values such as empathy



#### Accreditation Information:

This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education through the joint sponsorship of INOVA and Children's National Medical Center. The INOVA Office of Continuing Medical Education is accredited by the MSV to provide continuing medical education for physicians.

The Inova Office of Continuing Medical Education designates this live activity for a maximum of 1 AMA PRA Category 1 Credit(s)™. Physicians should only claim credit commensurate with the extent of their participation in the activity. Physicians may claim up to 1 credit in Type 1 CME on the Virginia Board of Medicine Continued Competency and Assessment Form required for renewal of an active medical license in Virginia.