

Focusing on the *Mutuality* in Mutual Care and Mutual Respect in the BHN

presented by

Elizabeth Begley, MS, RN, LNC, CPXP

Elizabeth Begley, MS, RN, LNC, CPXP is the System Director of Customer and Patient Relations for Hartford HealthCare. Ms. Begley obtained her undergraduate and graduate degrees from Sacred Heart University in Connecticut. As a seasoned nurse of over 30 years, she has worked in many diverse healthcare settings and roles, and is also an adjunct professor teaching geriatrics and nursing. Liz is known for her passion for advocacy and is committed to elevating the patient voice. She was recently awarded The Nightingale Award for Excellence in Nursing in part for her work to address incivility in the healthcare environment through promoting a culture of mutual respect.

Erica Moura, LCSW, MBA, CPXP

Erica Moura, LCSW, MBA, CPXP is the Director for Human Centered Care for the Behavioral Health Network. After working as a social worker in multiple clinical care settings across the Institute of Living since 2007, Erica went on to manage the behavioral health team at Hartford Hospital's psychiatric emergency department (purple pod), in 2018. In 2020, she started the Purple Light Project, an initiative to support and resource our emergency psychiatric patient's basic needs. The PLP has since expanded and now supports patients across the BHN with humanistic basic needs. The Purple Light Project also provides annual education symposiums for the BHN, to improve the Human Experience. Erica is a Certified Patient Experience Professional (CPXP), has a Master's Degree in Clinical Social Work from Smith College, a Master's in Business Administration for Healthcare Administration from Western Governor's University and is currently enrolled in Quinnipiac University's MS Program for Organizational Leadership.

Kelcey Johnson

Kelcey Johnson Martin is a patient advocate who partners with hospital leaders and colleagues to elevate the patient's voice and bring complaints to resolution. Kelcey believes that listening, empathizing, and treating people with courtesy are among the most powerful tools in resolving concerns and ensuring a positive patient experience. Kelcey has worked in healthcare for 15 years in the outpatient, community-based and hospital settings as a project manager, data analyst, patient experience advisor, and patient advocate. Kelcey holds an MPH and a Certificate in Nonprofit Management from UConn, as well as a Certified Patient Experience Professional designation from the Beryl Institute.

9/28/23 8:00 – 9:15 AM

<https://hartfordhealthcare.zoom.us/j/91623798980>

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

- *Apply MCMR content in conversations with consumers and colleagues.*
- *Use the structure of MCMR to feel empowered to case conference difficult clinical situations.*
- *Identify the scope of MCMR and what it is and what it is not.*

Accreditation & Credit Designation Statements: 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.

- **Physicians:** Hartford Healthcare designates this Live Activity for **1.25 AMA PRA Category 1 Credit(s)**[™]. Physicians should only claim credit commensurate with their participation.
- **Psychologists:** Continuing Education (CE) credits for psychologists are provided through the co-sponsorship of the American Psychological Association (APA) Office of Continuing Education in Psychology (CEP). The APA CEP Office maintains responsibility for the content of the programs.
- **Nurses:** This activity is approved for **1.25 ANCC contact hour(s)**.
- **Social Workers:** As a Jointly Accredited Organization, Hartford HealthCare is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Hartford HealthCare maintains responsibility for this course. Social workers completing this course receive **1.25** other continuing education credits.
- **Other Learners:** All other learners will receive a Certificate of Participation for **1.25** hours of education. Consult your professional licensing board regarding the applicability and acceptance of certificates of participation for educational activities certified for AMA PRA Category 1 Credit[™] from organizations accredited by Joint Accreditation for Interprofessional Continuing Education.

Financial Disclosures:

- Planning Committee: None
- Speakers: None



JOINTLY ACCREDITED PROVIDER[™]
INTERPROFESSIONAL CONTINUING EDUCATION