

Improving Patient Safety in Primary Care by Engaging Patients and Families – Four Strategies for Success

April 26, 2018 · Online Webcast

How to complete a conference evaluation and receive Continuing Education Credits (CEUs):

We value your **feedback**. Attendees of the **Improving Patient Safety in Primary Care by Engaging Patients and Families – Four Strategies for Success** webcast can earn continuing education contact hours online by completing conference evaluations. To complete the evaluations:

Please note that only those registered prior to the live event are eligible for credit. If you registered prior to the live event, please follow these steps to obtain credit.

1. Go to: <http://www.ihl.org/certificatecenter> and login using the IHI profile that you used to register for the webcast.
2. Click on the link for the program for which you would like to create a certificate. (*Note: If you do not see the event on your profile, please follow the instructions for contacting IHI Customer Service at the end of this guide.*)
3. Select the credit type you would like to receive, then click the "Submit" button.
4. Review the currently selected session(s). If sessions are incorrect or missing, please click the "Edit Enrollment" button to update your sessions. Follow the instructions to return to the Certificate Center, and click the "Continue" button.
5. Complete the online survey(s).
6. When all surveys are completed, click the blue "Generate Certificate" button, and you're done!

If you have difficulty with any of the above steps, please refer to the “Problems you may encounter when using the Certificate Center” section below.

At the conclusion of this webcast, you will be able to:

- Describe AHRQ’s strategies for improving patient and family engagement across the continuum of care.
- Describe and discuss evidence-based interventions to engage patients and families to improve patient safety in primary care settings.
- Describe implementation strategies to support successful implementation and engagement.

*In order to be eligible for a continuing education certificate, attendees must complete the online evaluation within **thirty days** of the continuing education activity. After this period, you will be unable to receive a certificate.*



In support of improving patient care, the Institute for Healthcare Improvement 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.

JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION

This continuing education activity carries **1 Contact Hour** for nurses, physicians, and pharmacists.

The Institute for Healthcare Improvements designates this live activity for a maximum of **1 AMA PRA Category 1 Credit™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This Institute for Healthcare Improvement activity carries the following types of continuing education credits:

PHYSICIAN ACCME CREDITS: The Institute for Healthcare Improvement is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. The Institute for Healthcare Improvement takes responsibility for the content, quality, and scientific integrity of this CME activity. IHI designates this continuing medical education activity for a **maximum of 1 Contact Hour** in Category 1 of the Physicians Recognition Award of the American Medical Association. Each physician should claim only those hours of credit he/she actually spent in the educational activity.

NURSING CREDITS: Institute for Healthcare Improvement is an approved provider of continuing nursing education by the Massachusetts Association of Registered Nurses, Inc., an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

This continuing education activity carries **1 Contact Hour**. All RN licensing boards nationwide acknowledge and accept contact hours from accredited providers. The California Board of Registered Nursing recognizes Category 1 Continuing Medical Education credits, and California nurses can use participation at these events, which are approved for CME Category 1 Credits, towards their license renewal, regardless of whether or not they were held on California soil. In the section where California nurses are asked to provide a BRN number, please indicate that the IHI event attended was approved for Category 1 CME credits. For further inquiries, the California Board of Registered Nursing is in Sacramento, and their number is 916-322-3350.

<http://www.nursingworld.org/ancc/accred/providers.html>

PHARMACY ACPE CREDITS: The Institute for Healthcare Improvement is accredited by the Accreditation Council for Pharmacy Education (ACPE) to provide continuing medical education for

pharmacists. IHI designates this continuing medical education activity for a maximum of 1 Contact Hour. Each pharmacist or pharmacist technician should claim only those hours of credit he/she actually spent in the educational activity.

Pharmacist UAN: 0822-0000-18-036-L05-P

Pharmacist Technician UAN: 0822-0000-18-036-L05-T

QUALITY CPHQ CREDITS: This program has been approved by the National Association for Healthcare Quality for 1 continuing education credits.

RISK CPHRM CREDITS: This meeting has been approved for a total of 1.0 contact hours of Continuing Education Credit toward fulfillment of the requirements of ASHRM designations of FASHRM (Fellow) and DFASHRM (Distinguished Fellow) and towards CPHRM renewal.

CERTIFIED PROFESSIONAL IN PATIENT SAFETY RECERTIFICATION CREDITS: A total of **1.00** contact hours is available toward the fulfillment of the requirements of CPPS (Certified Professional in Patient Safety) recertification. Please select the “**general attendance**” certificate if only requesting CPPS recertification credit. Certificates from all other disciplines can also be used toward recertification.

Problems you may encounter when using the Certificate Center:

I do not have a user profile with ihi.org

To create a profile, please go to www.IHI.org. At the top of the page, select login/register. Please fill out the registration information and then click submit. After you have created your profile, please send an email to Info@ihi.org asking that your profile be linked with your enrollment. Please include:

1. Name of the event;
2. The name of the person attempting to obtain credits;
3. Your order number, invoice number or confirmation number, if you have one.

I have a user profile, but the event is not listed with my profile

Please send an email to Info@ihi.org asking that your profile be linked with your enrollment. Please include:

1. Name of the event;
2. The name of the person attempting to obtain credits;
3. Your order number, invoice number or confirmation number.

Please note that you must pay for this webcast in order to obtain credit.

I did not attend the event and am trying to get credits for someone I enrolled

IHI's policy states that the person who attended the event must complete a survey to generate a certificate and receive credit.