

Forum on Responding to Patient and Visitor Bias and Misconduct

Activity Description

Learn from the Mayo Clinic Patient and Visitor Conduct program and other featured experts about Mayo's journey and current processes to address patient and visitor behavior challenges ranging from microaggressions to egregious misconduct. Each Forum session includes a case study. Relevant Mayo Clinic policies will also be shared with all participants. Forum content is relevant for all health care settings.

Target Audience

This activity is appropriate for health care professionals interested in learning more about patient and visitor misconduct: clinicians, administrators, and allied health staff.

Learning Objectives*

Upon conclusion of this activity, participants should be able to:

- Review the journey in developing a policy about patient and visitor bias and misconduct.
- Describe the incident reporting process.
- List the steps leading up to termination of care.
- Distinguish the components between a "dismissal" and a "termination of care."

Attendance at this Mayo Clinic course does not indicate nor guarantee competence or proficiency in the performance of any procedures which may be discussed or taught in this course.

Accreditation Statement*



In support of improving patient care, Mayo Clinic College of Medicine and Science 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.

Credit Statement(s)

AMA

The Mayo Clinic College of Medicine and Science designates this enduring material for a maximum of 4.00 *AMA PRA Category 1 Credit(s)*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

ANCC

Mayo Clinic College of Medicine and Science designates this enduring material for a maximum of 4.00 ANCC contact hours. Nurses should claim only the credit commensurate with the extent of their participation in the activity.

ACPE

Mayo Clinic College of Medicine and Science designates this educational activity for a maximum of 4.00 ACPE knowledge-based contact hours. Participants should claim only the credit commensurate with the extent of their participation in the activity.

ACHE

By attending the Forum on Responding to Patient and Visitor Bias and Misconduct offered by Mayo Clinic College of Medicine and Science participants may earn up to 4.00 ACHE Qualified Education Hours toward initial certification or recertification of the Fellow of the American College of Healthcare Executives (FACHE) designation.

Disclosure Summary*

As a provider accredited by Joint Accreditation Interprofessional Continuing Education, Mayo Clinic College of Medicine and Science must ensure balance, independence, objectivity and scientific rigor in its educational activities. Course Director(s),

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Listed below are individuals with control of the content of this program who have disclosed...

Relevant financial relationship(s) with industry:

None

No relevant financial relationship(s) with industry:

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None

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Prerequisites for Participation

There are no prerequisites needed prior to participating in this education activity.

How to Obtain Credit

To obtain credit, complete the post-test, evaluation and submit.

Method of Participation

Participation in this activity consists of reviewing the webcast and completing the post-test and evaluation.

Release and Expiration Dates*

Release Date: 10/15/2021

Expiration Date: 10/14/2024

Acknowledgement of Commercial Support (required when applicable*)

No commercial support was received in the production of this activity.

Faculty and Course Director Listing and Credentials

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Bibliographic Resources

Bibliographic resources are provided within the activity.

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