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CONTINUING MEDICAL EDUCATION

Signature Health Grand Rounds - Re-Commit to Service:
Compassionate Care and Service Recovery for a Positive Patient
Experience

Date: July 18, 2024

Time: 8:00 AM-9:00 AM

Online

Heather Harrington, CNM- Mandel School; Jared Lucas; Jill Rehker, BA, Specialize
Studies
Signature Health

Educational Objectives

At the conclusion of this activity, the participant should be better able to:

- 1 Increase knowledge and insight regarding patient feedback.
2 Describe the concept of service recovery.
3 Increase understanding of the relationship between patient experience, retention, and improved outcomes.

Accreditation and Credit Designation Statements

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the
Accreditation Council for Continuing Medical Education (ACCME) through joint providership of Case Western Reserve
University School of Medicine and Signature Health. Case Western Reserve University School of Medicine is
accredited by the ACCME to provide continuing medical education for physicians. Case Western Reserve University

Disclosures:

All relevant financial relationships have been mitigated. This activity's planners and speaker(s) have made the following
disclosures:

Table with 3 columns: Name of individual, Individual's role in activity, Nature of Relationship(s) / Name of Ineligible Company(s). Rows include Lizz Nelson, Libbie Stansifer, Kim Hill, Heather Harrington, RACHAEL MCLAUGHLIN, Jared Lucas, and Jill Rehker.