

Avera vCNE Series Ambulatory: Consumer Assessment of Healthcare Providers and Systems (CAHPS)

Presented by: Bonny Culhane and Misty Zilla

- 1. PURPOSE:** This educational activity is part of the Avera vCNE Series. This session will include review of the consumer assessment of healthcare providers and systems (CAHPS) with practical takeaways for the clinic staff. The vCNE Series is specially designed to update participants on hot topics, evidence based practice and Avera's current strategic initiatives.
- 2. OBJECTIVES:**
At the conclusion, participants should be able to:
 1. Review Consumer Assessment of Healthcare Providers and Systems (CAHPS).
 2. Utilize key CAHPS takeaways.
- 3.** In order for you to successfully complete this activity and receive **1.0 CNE or 1.0 MA credit**, you must:
 - a. Register for the online activity
 - b. View the attached video
 - c. Complete the post test
 - d. Complete the evaluation
- 4. Feedback Person** for this education activity are listed below. If you have questions please contact them.
 - a. Name & Email: whitney.Flanagan@avera.org
- 5.** The expiration date for credit hours for this activity is **03/31/2020**.

CNE:

Avera is an Approved Provider of continuing nursing education by the Alabama State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. A total of **1.0** contact hours can be received upon completion of this activity.

MA:

The American Association of Medical Assistants (AAMA) has approved this educational activity for **1.0** continuing education hours.

Continuing Education credits have been approved for this event. Due to the regulations required for CE credits all conflict of interest that the presenter(s) or planning committee members have needs to be fully disclosed to participants. In observance to this requirement we are informing you that all planners and faculty has provided disclosure statement that he/she has no conflict of interest to disclose.