

# Avera vCNE Ambulatory Care Series: Effective Communication in the Stress-filled Environment

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**\*\*\*An e-learning course available on the Avera Portal\*\*\***

**PROGRAM GOAL:** Healthcare environments come with the potential for high-demand situations, high-volumes and evolving team scenarios. Team members face multiple challenges and fluctuating workloads throughout the day. Teamwork and proper communication during stressful times are critical for maintaining quality patient care and a satisfactory work environment for peers. This session will review practical tools and tactics for ensuring good communications during stressful times.

**TARGET AUDIENCE:** Nurse, Medical Assistant

**OBJECTIVES:**

- 1 Engage in tactics of self-awareness in order to better communicate with team members and patients.
- 2 Set an environment of open dialogue with colleagues to support communication efforts at all times.

To successfully complete this activity and receive **1.0 CNE and/or AAMA**, you must:

- a. **View the video**
- b. **Complete the verification**
- c. **Complete the evaluation**

**NCPD Accreditation:**

Avera is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation. A total 1.0 contact hours can be received upon completion of this activity. Attendance at the entire educational activity is required to receive contact hours.

**AAMA Accreditation:**

This program has been granted prior approval by the American Association of Medical Assistants (AAMA) for 1 administrative continuing education unit(s). Granting approval in no way constitutes endorsement by the AAMA of the program content or the program provider.

**Feedback Person** for this education activity is: Robyn Ewalt – [robyn.ewalt@avera.org](mailto:robyn.ewalt@avera.org)  
If you have questions please contact them.

**Policy on Disclosure:** Due to the regulations required for CE credits all conflict of interest that persons in a position to control or influence the education must be fully disclosed to participants. In observance to this requirement we are providing the following disclosure information: individuals in a position to control or influence the content of an educational activity have nothing to disclose.

Enduring material available from 1/1/2021 to 11/19/2021  
This course content was reviewed on 12/31/2020

