

Promotional: WA: Working with Families: Person-Centered Approaches

****You MUST print this for Continuing Education purposes and keep with your certificate of completion.**

Requirements:

For successful completion of this educational activity and receipt of 0.5 contact hour(s), the learner must:

1. Participate in 30 minutes of continuous learning.
2. Complete a quiz with a minimum score of 80%.
3. Complete an evaluation form.

Educational activity description:

Caregivers may be involved in challenging interactions with family members and support persons. Providing support during conflict requires understanding, self-control, and strategies. This educational activity introduces strategies for working with family members to provide positive outcomes.

Target audience:

The target audience for this educational activity is all staff across the long-term care setting. This is an intermediate level educational activity.

Learning outcome:

At the completion of this educational activity, the learner will be able to demonstrate knowledge about successful strategies involving interactions with families in the healthcare setting by passing a quiz with 80% or greater accuracy.

Learning objectives:

At the completion of this educational activity, the learner will be able to:

1. Apply two (1) strategies for successfully dealing with families.
2. Identify two (2) benefits of setting boundaries during interactions with families.
3. Select appropriate and inappropriate responses to family members.

Author:

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Dr. Lyles graduated from Peter Bent Brigham Hospital in Boston, MA. After moving from Maine to Florida, she later received a Bachelor of Science in Nursing and Doctorate in Educational Leadership from the University of North Florida, and a Master of Science in Nursing from the University of Florida. She has been a Director of Nursing in skilled care facilities from 120 to 240 beds. While working as a DON, she wrote, and taught an advanced Geriatric Nursing Assistant program and presented educational programs in Nursing Leadership and Infection Control for the Florida Health Care Association. She has been a nurse educator in Bachelor and Master of Science Nursing Programs at University of Phoenix, Virginia College, and Jersey College.

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