



Lisa communicates to motivate throughout the world, transforming communication chaos into profit. Her interactive, dynamic presentation style motivates her audience to take action.

Lisa's career as a professional corporate speaker spans over 25 years. A graduate of Broome Community College, NY with twenty-eight years of clinical practice experience, she knows the business of dentistry!

She is the CEO of Lisa Copeland Communications and current President Elect in the National Speakers Association, an organization which promotes the highest standards of professional speaking partnered with lifelong learning. Lisa is also the Professional Education Manager in the NW for Philips Oral Healthcare, Sonicare / Zoom.

Putting the "I" in Team:

Interprofessional Patient Centered Care

Course Description

According to research from the University of Iowa, 'by 2020 the sheer-volume of medical knowledge will double every 73 days.' Treating our patients as a whole versus focusing on a singular diagnosis represents the future of healthcare delivery. Communication among professionals provides a richness of knowledge that creates a "dream team" for our patients. Collaborative efforts to obtain, share, and process information contributes to consistent patient centered care

This course is designed to promote **intra-office** and **inter-office** communication to cultivate partnerships throughout all aspects of healthcare. An introduction and review of practice guidelines, customized referrals, and documentation will be explored.

Reflection upon past "game changers" in dentistry allows us to look forward and recognize future **inter-disciplinary** opportunities in healthcare. Participants will engage in a lively discussion on topics related to: elevating communication skills, standardizing office protocols and tailoring documentation. The time is now to "bridge the gap" in healthcare through adaptation, customization and collaboration.

Course Objectives

- Identify current optimal care practices and expand upon opportunities
- Review medical emergency protocols
- Distinguish between inter-office communication and intra-office communication
- Learn to apply new protocols for: collaboration, referrals, guidelines, and documentation
- Implement suggestions for seamless communication that will enrich your team environment
- Identify prospective inter-disciplinary opportunities