

2016 Point-of-Care Coordinators Forum

**“Talking the Talk...
Overcoming the Barriers
of Productive Communication”**

August 4, 2016 | 7:30 – 10:00 AM

AACC Annual Meeting
Pennsylvania Convention Center, Philadelphia, PA



The Point of Care (POC) Coordinators Forum is one of the most anticipated educational events of the year and the 2016 program is expected to be one of the best and timely.

This Point of Care (POC) Coordinators Forum will highlight leader communication for POCCs and essential skills for dealing with anyone. The session will focus on techniques to help understand the perspectives of the people we communicate with *before* we shape our responses. The presentation will include interactive role plays that will demonstrate listening styles that promote understanding in order to elicit the most appropriate and productive response.

Following the presentation, POCCs will discuss communication issues received from the audience as well as from surveys sent prior to the forum.

Registration fee: \$20 / person

Guest Speaker:

Rick Import
President
Whitehat Communications
Charlottesville, VA



For more than a decade Whitehat Communications Whitehat offers accredited continuing education to the global community of health professionals via free and easily accessible webinars. Whitehat also serves healthcare industry product and service providers by offering a forum that allows them to reach their users directly and effectively. Whitehat's educational webinars present a wide range of timely and practical topics for hospital based clinicians and laboratorians.

POCC Panel

Adonica Wilson
Alfred I duPont
Hospital for Children
Wilmington, DE

Pat Kraft
Good Samaritan
Hospital
Dayton, OH

Gleta Cremers
Phoenixville
Hospital
Phoenixville, PA

Greg Cosentino
POCC
Hunterdon Medical Center
Flemington, NJ