

Save the Date!

2011
WRIISC
WEBINAR
SERIES



REBROADCAST DATES VIA SATELLITE

Risk Communication and Communicating with Patients

Presented by Susan L. Santos, PhD, MS,

Assistant Director, Risk Communication and Education

Click [here](#) to tune in live on Friday, July 22, 1:00pm EST

PURPOSE:

Provide VHA health care providers and administrative staff with an understanding of what Risk Communication is and why it is critical for effectively communicating with Veteran patients especially in situations of high concern regarding medically unexplained symptoms or deployment related exposures.

PROGRAM SCHEDULE:

Introduction

Principles of Effective Risk Communication

The Importance of Active Listening Skills

Understanding Risk Perception and How it Impacts Communication

Building Trust and Credibility through Communication

Diffusing Difficult Situations

Q&A

SCHEDULE:

- ▶ 7/22, LIVE, CH 2, 1:00pm - 3:00pm EST from VACO Studio
- ▶ 07/25, 10:00am - 12:00pm EST, CH 1
- ▶ 7/28, 3:00pm - 5:00pm EST, CH 1
- ▶ 8/2, 6:00pm - 8:00pm EST, CH 1
- ▶ 8/4, 9:00am - 11:00am EST, CH 1
- ▶ 8/12, 2:00pm - 4:00pm EST, CH 1
- ▶ 8/17, 10:00am - 12:00pm EST, CH 1
- ▶ 8/24, 4:00pm - 6:00pm EST, CH 1

ACCREDITATIONS:

ANCC, ACCME, ACCME-NP, APA

Sponsored by the War Related Illness & Injury Study Center (WRIISC), Employee Education System, & the Office of Public Health and Environmental Hazards of the US Department of Veterans Affairs

<http://www.warrelatedillness.va.gov>

PHONE: 973-676-1000, extension 1177 or EMAIL: wriisc.nj@va.gov



Office of Public Health and
Environmental Hazards

