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NSO ANNOUNCES UPCOMING  
WEBINAR FOR NURSES, PROVIDED  
IN PARTNERSHIP WITH LIPPINCOTT  
PROFESSIONAL DEVELOPMENT

## The Non-Adherent Patient: Risk Control Strategies for Nurses

EARN CNE CREDIT\* BY ATTENDING NSO'S COMPLIMENTARY WEBINAR

### WHEN:

**Date:** May 3, 2018

**Time:** 1:00 – 2:00 p.m. ET

### REGISTER:

Registration is required and ends 30 minutes prior to the webinar. **To register please [click here](#).**

### OVERVIEW:

Patient non-adherence can come in many forms: unwillingness to follow a course of therapy, repeated missed appointments, rejecting treatment recommendations, reluctance to take medications, refusal to provide information or chronic late payments. If left unchecked, such conduct may result in litigation. The objective of this presentation is to empower nurses with strategies to not only recognize these patient behaviors but also take steps to reduce the likelihood of malpractice claims. Using selected claim scenarios, RNs and LPNs/LVNs can examine their own current risk control practices in relation to the claims and losses experienced by their peers.

### OBJECTIVES:

- Understand the factors that determine patient adherence.
- Recognize the role that the patient, external factors and providers play in patient adherence.
- List the leading techniques for dealing with non-adherent patients.
- Identify key risk management tools that RNs, LPNs/LVNs, and NPs can incorporate into their practice to help promote patient adherence.

### SPEAKERS:

- **Jennifer Flynn, CPHRM**, Risk Manager, Nurses Service Organization (NSO)
- **Lynn Pierce, BSN, RN, CPHRM**, Risk Control Director, CNA Healthcare

\*This activity is eligible for CNE credit; see final announcement for specific details.

#### Provider Accreditation

This activity for 1.0 contact hour is provided by Lippincott Professional Development and jointly provided by NSO.

Lippincott Professional Development (LPD) is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

In 2017 LPD was earned ANCC Accreditation with Distinction and was named ANCC's 2017 Premier Provider. This activity is also provider approved by the California Board of Registered Nursing, Provider Number CEP 11749 for 1.0 contact hours, District of Columbia, and Florida #50-1223. Your certificate is valid in all states.

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