

RSQ[®] Solutions

Communication & Resolution Course List

SUMMARY: | Through case-based scenarios, the **Communication & Resolution Program** provides clinicians with the training needed to properly communicate with patients and families after an adverse event. The ability to ‘empathize without admitting fault’ is a critical component to arriving at a mutually beneficial resolution.



COMMUNICATION & RESOLUTION	Provider	Nurse
Communication & Resolution: Just-in-Time ▶	N/A	N/A
Communication & Resolution: Empathy Post-Event ▶	1.0	1.0
Communication & Resolution: Fundamentals for Leaders ▶	2.0	N/A

[▶ Audiovisual content](#)

[Learn More About This Program](#)

The Sullivan Group is accredited by The Accreditation Council for Continuing Medical Education (ACCME) to provide Continuing Medical Education for physicians. The activities have been approved for *AAMA PRA Category 1 Credit™*.

This nursing continuing professional development activity was approved by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. (OBN-001-91)