



“Successful Strategies for Managing the Challenging Patient”

Presented by:
Suzanne Duni, JD, RN, BSN
Systemwide Loss Prevention Specialist
Lifespan Risk Services, Inc.

Please join us on:
Thursday, March 18th from 8:00am-9:00am
At The Miriam Hospital, Sopkin Auditorium

Objectives: At the conclusion of this session, participants should be able to:

- List and discuss behaviors exhibited by challenging patients
- Identify strategies for preventing patient dissatisfaction
- Discuss the reasons for, and proper method of terminating a patient from the office practice

About the speaker: After seventeen years working in critical care as a nurse, Suzanne Duni attended Suffolk University Law School, concentrating in Health and Biomedical issues. Ms. Duni, a Nurse-Attorney, is Lifespan Risk Service’s Systemwide Loss Prevention Specialist. She describes herself as a “lifelong learner”, and has always enjoyed educating others. Since coming to LRS, she has had ample opportunity to do just that, frequently presenting risk related medical-legal topics to all types of healthcare providers.

Target Audience: Physicians and other healthcare professionals

This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Rhode Island Medical Society through a joint sponsorship of Rhode Island Hospital and Lifespan Physicians PSO.

Rhode Island Hospital is accredited by the Rhode Island Medical Society to provide continuing medical education for physicians.

Rhode Island Hospital designates this educational activity for a maximum of 1.0 *AMA PRA Category 1 credit(s)*™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

This activity is also designated for a maximum of 1.0 Category 1 Credit in Risk Management.

To register, please contact Cathy St. Laurent at 444-2095 or via email at cstlaurent1@lifespan.org