



## *Decreasing Dialysis Patient-Provider Conflict (DPC) Toolbox Training Program*

### *Session 4-Staff Training: Modules 7-9*

Please complete this evaluation and return it to the appropriate Network no later than, **Tuesday, April 27, 2010**.

1. **Effective resolution of a conflict requires follow-up of which intervention?** (Choose only one answer)
  - Communication.
  - Meeting.
  - Training.
  - Documentation.
  
2. **Choose the false statement from the “Benefits of Good Communication”:** (Choose only one answer)
  - Increase confidence in responding to patients.
  - Spend less time dealing with disruption.
  - Increased patient/customer satisfaction.
  - Increased confusion about patient expectations
  
3. **Active listening does not involve which of the following:** (Choose only one answer)
  - Document what the patient is saying as he/she is speaking.
  - Repeat back to the patient what you are hearing them express.
  - Look at the patient and use body language to show you are listening to what is being said.
  - Pay attention to what the patient is saying.
  
4. **What is the purpose of Module 8 “Take Another Look”?** (Choose only one answer)
  - Review the steps addressing conflict.
  - Take a close look at the role we played in the conflict.
  - To practice looking at conflict from a quality improvement standpoint.
  - Review and understand facility policy on grievances.
  
5. **Which is not a category of patient concerns mentioned in Module 9?** (Choose only one answer)
  - Staff concerns.
  - Travel concerns.
  - Treatment concerns.
  - Food and diet concerns.

Name: \_\_\_\_\_

Professional License #: \_\_\_\_\_

Home Network: \_\_\_\_\_

Email Address: \_\_\_\_\_

Facility name: \_\_\_\_\_

*Please return completed evaluation forms by **Tuesday, April 27, 2010** via fax to:*

**Social Workers** send to Network 17 at **(415) 897-2422**

**RNs** send to Network 18 at **(323) 962-2891**

*Thank you for your participation!*