

*Integris Group Risk Management Educational Program*

## Addressing Patient Perceptions and Optimizing Communication

Dr. Robert Marra

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**Wednesday, November 6<sup>th</sup>, 2024**

6:00 P.M. – 6:30 P.M. – Registration and Dinner  
6:30 P.M. – 7:45 P.M. – Presentation

**Location**

The Lodge & Club – Ocean Ballroom  
607 Ponte Vedra Blvd.  
Ponte Vedra Beach, FL 32082

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Register for this activity on <https://cmetracker.net/INTEGRISGROUP> by October 22<sup>nd</sup>.

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### **CME Opportunity**

Integris Group is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

Integris Group designates this enduring material for a maximum of 1.25 *AMA PRA Category 1 Credits*<sup>™</sup>.

Physicians should claim only the credit commensurate with the extent of their participation in the activity.

### **Course Objectives**

- Understand the rationale for open communication.
- Reflect on others' perspectives and needs.
- Identify behaviors that improve communication with patients and families to manage expectations.
- Recognize how determining the causes of an unexpected outcome determines the path to resolution.
- Review skills for engaging in effective disclosure conversations with patients and families.

### **Robert Marra, DPM**

Dr. Robert Marra is a recently retired podiatrist having practiced in Enfield and South Windsor Connecticut. He is Board Certified in Foot and Ankle Surgery and was involved in teaching surgery to the Podiatric Surgical Residents at St. Francis Hospital where he was director of the Podiatric Residency Program. Dr. Marra was also the Team Podiatrist at the University of Hartford and always had a special interest in Podiatric Sports Medicine.

Dr. Marra has been President of the Connecticut Podiatric Medical Association (CPMA), awarded Podiatrist of the Year by the CPMA and peer voted one of Connecticut Magazine's Top Docs for multiple years. His expertise continues to be requested by attorneys and colleagues on matters of podiatric quality of care issues.

As a faculty member of the Institute for Health Care Communications, he has presented dozens of workshops designed to help enhance physicians' ability to communicate with their patients and prevent legal complications.

**Those involved in the production of this live event have indicated they have no financial relationships to disclose.**

Questions? Please contact Jordin Longo at 860.781.8473 or [jlongo@integrisgrp.com](mailto:jlongo@integrisgrp.com)

