

Session 5&6 Cultural Issues

Session Five--July 6th

1. What is culture and how does it drive quality
2. Relationship of culture and finances
3. How does culture influence them and how they influence culture (leadership)

Session Six--August 3rd

1. How to know if your culture is in the Quality Zone
2. Developing a Zone-informed workplace
3. Course summary, evaluation

This activity has been planned and implemented in accordance with the accreditation requirements and Policies of the Medical Society of the State of New York (MSSNY) through the joint providership of Crouse Hospital and the Onondaga County Medical Society. Crouse Hospital is accredited by the Medical Society of the State of New York (MSSNY) to provide continuing medical education for physicians.

Crouse Hospital designates this live activity for a maximum of **2 AMA PRA Category 1 Credits™** per session. Physicians should claim only the credit commensurate with the extent of their participation in the activity.