



Clinician Communication Lab 101: Practical Tips to Improve Your Communication with Patients

TIME: 1:00 PM - 3:00 PM

LOCATION: Allina Health - Customer Experience Center (CEC) - Lady Slipper / Coon Rapids, MN

2026 DATES

[Thursday - 3/19/2026](#)

[Thursday - 9/17/2026](#)

[Tuesday - 6/16/2026](#)

[Tuesday - 11/17/2026](#)

FACULTY

Kurt Elting-Ballard, MD, MPH, FACP FAAP

Medical Director

Allina Health

OVERVIEW/PURPOSE STATEMENT

Activity is designed to enhance provider communication skills, supporting both patient care and teamwork among providers. The class provide practical tips and tools focused on effective communication, connecting with patients, effective listening, responding with empathy, verbal and nonverbal cues, etc.

OVERALL OBJECTIVES

At the completion of this activity, the participants should better be able to:

- 1 Apply at least one of the learned skills into daily practice.
- 2 Describe specific tactics used by Allina clinicians to improve provider communication ratings.

ACCREDITATION AND DESIGNATION STATEMENT

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

The individual is responsible for determining whether this activity meets the requirements for acceptable continuing education for their discipline. In addition, you may be required to provide proof of attendance to the board upon request such as certificate, handout, agenda, etc. You should claim only those hours spent in the educational program.

Physicians: Allina Health designates this Live Activity for a maximum of 2.00 *AMA PRA Category 1 Credit(s)*TM. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Non-Physicians: Allina Health designates this Live Activity for a maximum of 2.00 *AMA PRA Category 1 Credit(s)*TM.

Minnesota Board of Nursing: This activity has been designed to meet the Minnesota Board of Nursing continuing education requirements for 2.00 hours of CEU. Nurses should only claim credit commensurate with the extent of their participation in the activity.

DISCLOSURE POLICY

Allina Health, Office of Accreditation intends to provide balance, independence, objectivity, and scientific rigor in all of its educational activities. The ACCME defines an ineligible company as “any entity” whose primary business is producing, marketing, re-selling, or distributing health care products/services used by or on patients. The ACCME does not consider providers of clinical service directly to patients to be commercial interests - unless the provider of clinical service is owned, or controlled by, an ACCME-defined ineligible company. All faculty and planners participating in the CME activity are required to disclose to the audience any relevant financial relationships with ineligible companies that have existed WITHIN THE LAST 24 MONTHS, even if it has now ended, and all relevant financial relationships will go through a mitigation process.

FACULTY & PLANNER DISCLOSURES

Allina Health, Office of Accreditation Education adheres to the ACCME’s Standards for Integrity and Independence in Accredited Continuing Education. Any individuals in a position to control the content of a CE activity, including faculty, planners, reviewers, or others are required to disclose all relevant financial relationships with ineligible entities (commercial interests). All relevant conflicts of interest have been mitigated prior to the commencement of the activity.

Name of individual	Individual's role in activity	Nature of Relationship(s) / Name of Ineligible Company(s)
Kurt Elting-Ballard, MD, MPH, FACP FAAP	Faculty, Lead Physician	Non-Clinical Exception
Lori Wilczek, Administrative Assistant Sr	Activity Coordinator	Non-Clinical Exception
Krista Applebee, MBA	Planning Committee Member	Non-Clinical Exception