



Case Management Monthly Enrichment Education

Date: June 25, 2026

Time: 1:00 PM - 2:00 PM

Location: LVH-Cedar Crest ECC7

“Case Management Monthly Enrichment Education Crucial Conversation Workshop (CC)”

Target Audience: Nursing, Social Work, Case Management

Objectives:

- 1 Demonstrate and analyze three scenarios involving challenging conversations among colleague to colleague, case managers and patients/families
- 2 Identify effective strategies for navigating challenging conversations with colleagues, patients, and their families
- 3 Apply the Situation-Behavior-Impact (SBI) Feedback Tool to challenging conversation scenarios to reflect on how behaviors and emotions affect others

Disclosure Announcement:

It is Lehigh Valley Health Network’s policy to ensure balance, independence, objectivity and scientific rigor in all our sponsored educational programs. Planners, Faculty and all others who have the ability to control the content of continuing education activities sponsored by Lehigh Valley Health Network are expected to disclose all financial relationships with ineligible companies. Ineligible companies are those whose primary business is producing, marketing, selling, reselling, or distributing healthcare products used by or on patients.

Name of individual	Individual's role in activity	Nature of Relationship(s) / Name of Ineligible Company(s)
Candice Kozlowski, MSN, MBA, RN	Activity/Series Coordinator, Faculty	Nothing to disclose - 01/20/2026
Jaclyn Rowbotham, MSN	Faculty	Nothing to disclose - 01/14/2026

Reviewers with the LVHN Department of Education have no relevant financial relationships with ineligible companies. All of the relevant financial relationships listed for these individuals have been mitigated.

Designation Statement(s):

Lehigh Valley Health Network is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center’s Commission on Accreditation. Completion Criteria: Registered Nurses attending the entire program will receive 1.00 Contact Hour(s).

Lehigh Valley Health Network is approved by the Pennsylvania State Board of Social Workers, Marriage and Family Therapists and Professional Counselors to offer continuing education for Social Workers, Marriage & Family Therapists, and Professional Counselors. Lehigh Valley Health Network maintains responsibility for the program(s). This educational activity has been approved for 1.00 CEUs.

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