Webinar: Effective Communication with Patients & Families

Texas Gulf Coast Association for Healthcare Quality

Webinar: Effective Communication with Patients & Families
Wednesday October 7, 2026 2pm-3pm, CST

SPEAKER:

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HCA Houston Healthcare, Gulf Coast Division

Michelle Butler-Jackson serves as Assistant Vice President of Patient Safety and Quality Clinical Excellence for HCA Healthcare's Gulf Coast Division. She is a pioneering, dedicated, and results-oriented healthcare executive with more than 20 years of progressive healthcare experience across patient safety, clinical excellence, total quality systems, regulatory operations, and performance improvement. She has facilitated performance-improvement teams and initiatives to improve outcomes such as proactive reduction in patient harm, complications, sentinel events, and healthcare-associated conditions.

TOPICS:

- Identify communication barriers that increase safety risk.
- • Apply briefs, huddles, SBAR, check-back, and CUS to common healthcare communication scenarios.
- • Use Ask-Tell-Ask and empathy statements during difficult conversations with patients and families.
- • Connect communication reliability to patient/family partnership and harm prevention.

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