



CASE WESTERN RESERVE
UNIVERSITY
SCHOOL OF MEDICINE

Continuing Medical Education Program

INTENSIVE
COURSE IN

Managing Conflict in Medical Practice

Controlling Anger,
Avoiding Outbursts,
Handling Stress Effectively,
Communicating Appropriately

February 25-26, 2010

October 21-22, 2010

Case Western Reserve University
Cleveland, Ohio

INTENSIVE COURSE IN

Managing Conflict in Medical Practice

Who Should Attend?

The Intensive Course in Managing Conflict in Medical Practice is designed for physicians in all specialties who wish or need to pursue focused study in areas related to dealing with conflict and strong emotion in medical practice.

Statement of Need

The display of strong emotion and especially anger is a frequent challenge to a health care healing and working environment. Half of nurses surveyed reported knowing colleagues who had left a previous position due to anger events between doctors and nurses. Medical malpractice companies report increased rates of malpractice actions as a consequence of physicians demonstrating anger to patients or families. State Medical Societies report that non-substance abuse physician disruptive behaviors result in 1/3 of all complaints received about doctors. Working in the current health care system can produce increased levels of frustration, stress and angry outbursts.

Participant Learning Objectives

After attending this course, participants will be able to:

- Describe the prevalence of angry outbursts and other disruptive behaviors on the part of physicians
- Outline the liability for institutions and health care organizations from angry interpersonal episodes
- List multiple strategies to minimize physician demonstration of anger and other disruptive behavior
- Practice identifying scenarios which trigger strong emotion
- Compare patient characteristics that precipitate anger in different physicians
- Rehearse and model techniques to avoid anger when challenged by difficult scenarios

Educational Design and Methodology

The course combines: A pre-course assignment utilizing a 360 degree self assessment, personal case based reflective essay, lectures, participative discussions, role plays and skill practice with standardized patients.

AGENDA

Thursday

7:30-8:00 am	Registration
8:00-9:00 am	Overview Martin Macklin, MD, PhD
9:00-10:00 am	Disruptive Physician John Irwin, JD, MD
10:00-10:15 am	Break
10:15-11:00 am	Disruptive Physician (continued) John Irwin, JD, MD
11:00-12:00 pm	Self Identifying Disruptive Behavior Miriam Boraz, PhD, MPH
12:00-1:00 pm	Lunch Session – Balint #1 Kathy Cole-Kelly, MS, MSW
1:00-2:45 pm	Video Reviews Theodore V. Parran, Jr., MD
2:45-3:00 pm	Break
3:00-5:00 pm	Role Plays Kathy Cole-Kelly, MS, MSW
5:00 pm	Adjourn

Friday

7:30-8:00 am	Registration
8:00-9:00 am	Working with Anger through Meditation Kathy Cole-Kelly, MS, MSW
9:00-11:00 am	Standardized Patients All Faculty
11:00-12:00 pm	Balint #2 Kathy Cole-Kelly, MS, MSW
12:00-1:00 pm	Lunch Session – Perspective of the State Medical Board Richard Whitehouse, JD
1:00-3:00 pm	Risk Management Shannon Jerse, JD
3:00 pm	Adjourn

FACULTY

Course Co-Director

Martin Macklin, MD, PhD

Clinical Assistant Professor of Psychiatry
Case Western Reserve University
School of Medicine

Course Co-Director

Theodore V. Parran, Jr., MD

Associate Clinical Professor of
Medicine and Family Medicine
Medical Director, CME
Case Western Reserve University
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Mirian Boraz, PhD, MPH

Adjunct Faculty
Case Western Reserve University
School of Medicine

John R. Irwin, JD, MD

Attorney at Law

Shannon Jerse, JD

General Counsel
St. Vincent Charity Hospital
Deputy General Counsel
Sisters of Charity Health System

Kathy Cole-Kelly, MS, MSW

Professor of Family Medicine
Director, Communication in Medicine
Co-Director, Foundation in Clinical
Medicine Seminars
Case Western Reserve University
School of Medicine

Richard Whitehouse, JD

Executive Director
State Medical Board of Ohio

The policy of the Case Western Reserve University School of Medicine CME Program requires that the Activity Director, planning committee members and all activity faculty (that is, anyone in a position to control the content of the education activity) disclose to the activity participants all relevant financial relationships with commercial interests. Disclosure will be made to activity participants prior to the commencement of the activity. The Case Western Reserve University School of Medicine also requires that faculty make clinical recommendations based on the best available scientific evidence and that faculty identify any discussion of "off-label" or investigational use of pharmaceutical products or medical devices.

Accreditation

The Case Western Reserve University School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The Case Western Reserve University School of Medicine designates this educational activity for a maximum of **25.5*** *AMA PRA Category 1 Credits™*. Physicians should only claim credit commensurate with the extent of their participation in the activity.

(15.5 for attending the 2 day course, 2.0 for the reflective essay, 2.0 for the 360 degree self assessment, 2.0 for **each 3 and 6 month post 360 degree self assessment and 2.0 for the post reflective essay)*

Location and Hotel Accommodations

The course will be held at the Mt. Sinai Skills & Simulation Center, 1551 East 105th St., phone (216) 368-0064. Please call the CME Registrar at (216) 983-1239 or (800) 274-8263 for detailed information on location and hotel accommodations or visit us at <http://casemed.case.edu/cme/>.

For More Information

Call Case Western Reserve University, Continuing Medical Education Program, phone (216) 983-1239 or (800) 274-8263 or visit <http://casemed.case.edu/cme/>.

REGISTRATION

Registration Information

The registration fee for this course is \$900. Fees include tuition, educational materials, breakfast, lunch and breaks. An administrative fee of \$125 will be deducted from fees for cancellations made after February 11 (for February course) or October 7 (for October course).

Four Ways to Register

1. Register online at <http://casemed.case.edu/cme/>
2. Mail this completed form with a check payable to Case Western Reserve University for \$900 or complete the credit card information and send to:
Continuing Medical Education Program
10524 Euclid Avenue
Cleveland, Ohio 44106-6026
3. Fax this form with your credit card number to (216) 844-8133
4. Phone (216) 983-1239 or (800) 274-8263 with the information requested below and your credit card number.

Registration Form

February 25-26, 2010 CID #2320

October 21-22, 2010 CID #2330

Intensive Course in

Managing Conflict in Medical Practice

Name _____

Degree _____ Specialty _____

Address _____

City _____ State _____ Zip _____

SSN (last 4 digits) _____ E-Mail _____

Phone _____ Fax _____

Make checks payable for \$900 to: Case Western Reserve University
or complete credit card information.

MasterCard Visa Discover

Credit card # _____ Card expiration date _____

Signature _____ Date _____

Dietary restrictions? _____ I will need parking

HAPPENINGS IN CLEVELAND

Stay for the Weekend

The Cleveland Orchestra

Ticket information (216) 231-1111

The Cleveland Museum of Art

Information (216) 421-7340

Playhouse Square Center

Ticket information (216) 771-8403

The Cleveland Play House

Ticket information (216) 795-7000

The Rock and Roll Hall of Fame and Museum

Information (888) 764-7625

The Great Lakes Science Center and OMNIMAX Theater

Information (216) 694-2000

Or for more Cleveland activities
visit Positively Cleveland at
<http://www.positivelycleveland.com>