



PBI Managing Clinician – Patient Conflicts

Interactive Online Course

IN JOINT PROVIDERSHIP WITH THE UNIVERSITY OF CALIFORNIA, IRVINE SCHOOL OF MEDICINE

UCI School of Medicine



2 CME CREDIT HOURS

APPROVED FOR *AMA PRA CATEGORY 1 CREDITS™*

Produced by
PBI Education, a trade name of Professional Boundaries, Inc.

Faculty for this course is selected by PBI and approved by the University of California, Irvine School of Medicine Office of Continuing Medical Education

Course Objectives

Upon completion, participants should be able to:

- Explain how inappropriate communication can adversely impact clinical care
- Employ heightened awareness of external factors and empathy to improve their professional interactions
- Acquire facility in using the Formula© as a practical tool to reduce their own potential to engage in unproductive or potentially negative communication interactions
- Detect the early warning signs indicative of potential communication and professionalism breakdowns with patients

Content Timeline

This is an interactive, self-guided, online course. In order to qualify for the 2 CME credit hours, attendees must fully participate in the various knowledge checks throughout and receive a passing score on the final exam.

- **Readings and Interactive Knowledge Checks: 1 hour and 30 minutes**
 1. Introduction: The Dynamic Interface
 2. The Agitated Patient
 - Strategies for effective communication and de-escalation
 3. The Four Stereotypes
 - Dependent clingers, entitled demanders, manipulative help-rejecters, and self-destructive deniers
 - Understanding what's going on and calming the waters
 4. Chronic Pain and Substance Abuse
 - Physical dependence vs. addiction
 - Best practices in communicating with and caring for chronic pain patients
 5. Personality Disorders
 - Basic guidelines to communicate effectively when you suspect a patient has a personality disorder
 - Recognizing patients with personality disorders
 6. Understanding the Underlying Factors
 - Managing defensive behavior
 - Managing non-compliant behavior
 7. Conclusion: A Holistic Approach
 - Professional boundaries and the Formula©
- **Final Exam: 30 minutes**

Accreditation Statement

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education through the joint providership of the University of California, Irvine School of Medicine and Professional Boundaries, Inc. The University of California, Irvine School of Medicine is accredited by the ACCME to provide continuing medical education for physicians.

Designation Statement

The University of California, Irvine School of Medicine designates these live activities each for a maximum of 2 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in this activity.

Disclosure Policy

It is the policy of the University of California, Irvine School of Medicine and the University of California CME Consortium to ensure balance, independence, objectivity and scientific rigor in all CME activities. Full disclosure of conflicts and conflict resolutions will be made prior to the activity in writing via handout materials, insert, or syllabus.

California Assembly Bill 1195

This activity is in compliance with California Assembly Bill 1195, which requires continuing medical education activities with patient care components to include curriculum in the subjects of cultural and linguistic competency. For specific information regarding Bill 1195 and definitions of cultural and linguistic competency, please visit the CME website at www.meded.uci.edu/cme/