



PBI Managing Clinician - Patient Conflicts

Interactive Online Course
*Preventative and Non-Remedial**

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™

***Note:**

This self-paced, online course is not remedial in nature and not intended to fulfill interventional or remedial course requirements for those that have failed to maintain professional communication.

Please see our three-day [Elevating Civility and Communication in Health Care Course](#) to fulfill remedial and interventional course requirements.

Summary

Although some patients' behavior may be frustrating, there is almost always a way to productively manage conversations and move them forward in a calm and professional way. Sometimes all it takes is shifting your initial focus from the patient's actions to the interactions between the two of you. Derived from the three-day [PBI Elevating Civility and Communication in Health Care](#), this brief online course is best suited for clinicians who wish to better understand and treat patients, whether they be suffering from personality disorders, exemplify certain stereotypes, or have chronic pain and/or substance abuse issues.

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

Faculty

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

Pass/Fail Criteria

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 of 80% on the final exam.

Content Timeline

Overview:

- Readings and Interactive Knowledge Checks: 1 hour and 30 minutes
 - Mandatory Final Exam: 30 minutes, the minimum passing score required is 80%
-

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

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 (ACCME) 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 for a maximum of 2 *AMA PRA Category 1 Credits*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the 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 and 241

This activity is in compliance with California Assembly Bill 1195 and 241, which require CME activities with patient care components to include curriculum in the subjects of cultural and linguistic competency & implicit bias. It is the intent of AB 1195 and AB 241 to encourage physicians and surgeons, CME providers in the State of California, and the Accreditation Council for Continuing Medical Education to meet the cultural and linguistic concerns of a diverse patient population and reduce health disparities through appropriate professional development. Please see the CME website, www.meded.uci.edu/cme, for AB 1195 and AB 241 resources.