REGISTRATION

Registration Information
The registration fee for this course is $1600. Fees include tuition, educational materials, breakfast, lunch and breaks. An administrative fee of $175 will be deducted from fees for cancellations made after March 1 (for March course) or November 1 (for November course). All requests for refunds must be made in writing. Class size is limited to 12.

Four Ways to Register
1. Register online at http://case.edu/medicine/cme/
2. Mail this completed form with a check payable to Case Western Reserve University for $1600 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
March 15-17, 2017 CID #2562
November 15-17, 2017 CID #2563

Managing Difficult Communications in Medical Practice

Name _______________________________ Degree __________________
Gender ________ Specialty __________________
Address __________________________________________________________
City ______________________ State ______ Zip ___________________
SSN (last 4 digits) _______________ Email __________________________
Phone ______________________ Fax _________________________________
In case of emergency ________________________________

Make checks payable for $1600 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
Cleveland Orchestra www.clevelandorchestra.com
Cleveland Museum of Art www.clevelandart.org
Playhouse Square Center www.playhousesquare.org
Cleveland Play House www.clevelandplayhouse.com
Rock and Roll Hall of Fame and Museum www.rockhall.com
Great Lakes Science Center www.greatscience.com
Jack Cleveland Casino www.jackentertainment.com
Or for more Cleveland activities visit Destination Cleveland at www.thisiscleveland.com

Sponsored by
Continuing Medical Education Program

INTENSIVE COURSE IN
Managing Difficult Communications in Medical Practice
Controlling Anger, Avoiding Outbursts, Communicating Appropriately
March 15-17, 2017 Cancelled
November 15-17, 2017
Case Western Reserve University and the Mt. Sinai Skills & Simulation Center Cleveland, Ohio
Who Should Attend?
The Intensive Course in Managing Difficult Communications in Medical Practice: Controlling Anger, Avoiding Outbursts, Communicating Appropriately is designed for physicians in all specialties who wish or need to pursue further training in health communication and managing conflict and strong emotion in medical practice.

Statement of Need
Communication skills are the foundation of effective clinical practice. They are utilized on a daily basis throughout the career of all physicians. Health communication is categorized into three domains: 1) communication with patients are utilized on a daily basis throughout the career of all physicians. Health communication is categorized into three domains: 1) communication with patients, 2) communication about patients with colleagues and staff, and 3) communication about health and disease with the greater community. Lack of appropriate communication skills results in patient dissatisfaction, poor adherence, increased incidence of malpractice claims and suboptimal health outcomes. Non-physician clinical staff, medical malpractice companies and state medical societies all report that some physicians have difficulties in the area of giving bad news, managing frustration and avoiding angry outbursts.

Participant Learning Objectives
After attending this course, participants will be able to:
- Demonstrate effective and efficient interviewing techniques (effective questioning, agenda setting and patient education)
- Practice higher level health communication skills (giving bad news, empathic response and dealing with angry patients or colleagues)
- 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
- Rehearse and model techniques to avoid anger when challenged by difficult scenarios

Educational Design and Methodology
The course combines a personal case-based reflective essay, a pre and post-course assignment, a CQI health communication project for your practice, lectures and participative discussions, skill practice sessions, daily simulations with standardized patients and onsite video review self-assessment.

INTENSIVE COURSE IN
Managing Difficult Communications in Medical Practice

Wednesday
7:30-8:00 am Registration
8:00-9:30 am Overview of Medical Interview/Health Communication Skills
Theodore Parran, MD
9:30-11:00 am Effective Questioning, Eliciting Patient’s Perspective and Skill Practice
Theodore Parran, MD
(with 15 min. break)
11:00-12:00 pm Introduction to the Genogram: What We Can Learn About Ourselves
Kathy Cole-Kelly, MS, MSW
12:00-12:30 pm Narrative Assignment
Kathy Cole-Kelly, MS, MSW
12:30-1:00 pm Lunch
1:00-1:45 pm Patient Education, Shared and Informed Decision Making with Skill Practice
Kathy Cole-Kelly, MS, MSW
1:45-2:45 pm Health Behavior Change/Motivational Interviewing with Skill Practice
Kathy Cole-Kelly, MS, MSW
2:45-3:30 pm Break
3:00-4:00 pm Using Motivational Interviewing Skills
Simulation Center Staff
4:00-5:00 pm Video Self-Assessment
Simulation Center Staff

Thursday
7:30-8:00 am Registration
8:00-8:30 am Introduction to CQI & Skill Practice
Theodore Parran, MD
8:30-9:00 am De-escalation Techniques for Medical Practice
Theodore Parran, MD
9:00-10:00 am Dealing with the Angry Patient
Theodore Parran, MD
10:00-10:30 am Break and Simulation Scenario Development
Simulation Center Staff
10:30-11:15 am Screening Skill Practice
Theodore Parran, MD
11:15-12:15 pm Risk Management
Raymond Krncevic, JD
12:15-12:45 pm Lunch
12:45-1:45 pm Session
Kathy Cole-Kelly, MS, MSW
1:45-3:15 pm Dealing with Difficult Interactions Simulation
Simulation Center Staff
3:15-4:00 pm Video Self-Assessment
Simulation Center Staff
4:00-5:00 pm Break
4:15-4:45 pm Continuous Quality Improvement (CQI) Project Review & 360 Discussion
Theodore Parran, MD

Friday
7:30-8:00 am Registration
8:00-10:00 am
8:00-10:15 am John Irwin, JD, MD, FCLM
10:15-11:00 am Grieving bad News
Theodore Parran, MD
11:00-11:45 am Narrative Review
Kathy Cole-Kelly, MS, MSW
11:45-12:15 pm Lunch
12:15-1:00 pm Grieving bad News Simulation
Simulation Center Staff
1:00-1:30 pm Video Self-Assessment
Simulation Center Staff

Accreditation
Case Western Reserve University School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.
Case Western Reserve University School of Medicine designates this live activity for a maximum of 20.5 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Location and Hotel Accommodations
The course will be held at the Mt. Sinai Skills & Simulation Center, 1551 East 105th St, phone (216) 368-0064. For detailed information on location and hotel accommodations visit http://bit.ly/DifficultCommunications/

For More Information
Call Case Western Reserve University, Continuing Medical Education Program, phone (216) 983-1239 or (800) 274-8263 or visit http://case.edu/medicine/cme/
Managing Difficult Communications in Medical Practice

Who Should Attend?
The Intensive Course in Managing Difficult Communications in Medical Practice: Controlling Anger, Avoiding Outbursts, Communicating Appropriately is designed for physicians in all specialties who wish or need to pursue further training in health communications and managing conflict and strong emotion in medical practice.

Statement of Need
Communication skills are the foundation of effective clinical practice. They are utilized on a daily basis throughout the career of all physicians. Health communication is categorized into three domains: 1) communication with patients and families, 2) communication about patients with colleagues and staff, and 3) communication about health and disease with the greater community. Lack of appropriate communication skills results in patient dissatisfaction, poor adherence, increased incidence of malpractice claims and suboptimal health outcomes. Non-physician clinical staff, medical malpractice companies and state medical societies all report that some physicians have difficulties in the area of giving bad news, managing frustration and avoiding angry outbursts.

Participant Learning Objectives
After attending this course, participants will be able to:
- Demonstrate effective and efficient interviewing techniques (effective questioning, agenda setting and patient education)
- Practice higher level health communication skills (giving bad news, empathic response and dealing with angry patients or colleagues)
- 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 behaviors
- Rehearse and model techniques to avoid anger when challenged by difficult scenarios

Educational Design and Methodology
The course combines a personal case-based reflective essay, a pre and post-course assignment, a CQI health communication project for your practice, lectures and participative discussions, skill practice sessions, daily simulations with standardized patients and onsite video review self-assessment.

AGENDA

Wednesday
7:30-8:00 am Registration
8:00-9:30 am Overview of Medical Interview/Health Communication Skills
Theodore Parran, MD
9:30-11:00 am Effective Questioning, Eliciting Patient’s Perspective and Skill Practice
Theodore Parran, MD
11:00-12:00 pm Introduction to the Genogram: What We Can Learn About Ourselves
Kathy Cole-Kelly, MS, MSW
12:00-12:30 pm Narrative Assignment
Kathy Cole-Kelly, MS, MSW
12:30-1:00 pm Lunch
1:00-1:45 pm Patient Education, Shared and Informed Decision Making with Skill Practice
Kathy Cole-Kelly, MS, MSW
1:45-2:45 pm Health Behavior Change/Motivational Interviewing with Skill Practice
Kathy Cole-Kelly, MS, MSW
2:45-3:30 pm Break
3:00-4:00 pm Using Motivational Interviewing Skills
Simulation Center Staff
4:00-5:00 pm Self-Assessment
Simulation Center Staff

Thursday
7:30-8:00 am Registration
8:00-8:30 am Introduction to CQI & Skill Practice
Theodore Parran, MD
8:30-9:00 am De-escalation Techniques for Medical Practice
Theodore Parran, MD
9:00-10:00 am Dealing with the Angry Patient
Theodore Parran, MD
10:00-10:30 am Break and Simulation Scenario Development
Simulation Center Staff
10:30-11:15 am Screening Skill Practice
Theodore Parran, MD
11:15-12:15 pm Risk Management
Raymond Krncevic, JD
12:15-12:45 pm Lunch
12:45-1:45 pm Simulation
Kathy Cole-Kelly, MS, MSW
1:45-3:15 pm Dealing with Difficult Interactions Simulation
Simulation Center Staff
3:15-4:00 pm Using Motivational Interviewing Skills
Simulation Center Staff
4:00-4:15 pm Continuous Quality Improvement (CQI) Project Review & 360 Discussion
Theodore Parran, MD
4:15-4:45 pm Break

Friday
7:30-8:00 am Registration
8:00-10:00 am Difficult Talks: The Medical Legal Perspective
John Irwin, JD, MD, FCLM
10:00-10:15 am Break
10:15-11:00 am Giving Bad News
Theodore Parran, MD
11:00-11:45 am Narrative Review
Kathy Cole-Kelly, MS, MSW
11:45-12:15 pm Lunch
12:15-1:00 pm Giving Bad News Simulation
Simulation Center Staff
1:00-1:30 pm Video Self-Assessment
Simulation Center Staff

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

Location and Hotel Accommodations
The course will be held at the Mt. Sinai Skills & Simulation Center, 1551 East 105th St., phone (216) 368-0064. For detailed information on location and hotel accommodations visit http://bit.do/DifficultCommunications/
INTENSIVE COURSE IN Managing Difficult Communications in Medical Practice

Who Should Attend?
The Intensive Course in Managing Difficult Communications in Medical Practice: Controlling Anger, Avoiding Outbursts, Communicating Appropriately is designed for physicians in all specialties who wish or need to pursue further training in health communications and managing conflict and strong emotion in medical practice.

Statement of Need
Communication skills are the foundation of effective clinical practice. They are utilized on a daily basis throughout the career of all physicians. Health communication is categorized into three domains: 1) communication with patients and families, 2) communication about patients with colleagues and staff, and 3) communication about health and disease with the greater community. Lack of appropriate communication skills results in patient dissatisfaction, poor adherence, increased incidence of malpractice claims and suboptimal health outcomes.

Non-physician clinical staff, medical malpractice companies and state medical societies all report that some physicians have difficulties in the area of giving bad news, managing frustration and avoiding angry outbursts.

Participant Learning Objectives
After attending this course, participants will be able to:

- Demonstrate effective and efficient interviewing techniques (effective questioning, agenda setting and patient education)
- Practice higher level health communication skills (giving bad news, empathic response and dealing with angry patients or colleagues)
- 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
- Rehearse and model techniques to avoid anger when challenged by difficult scenarios

Educational Design and Methodology
The course combines a personal case-based reflective essay, a pre and post-course assignment, a CQI health communication project for your practice, lectures and participative discussions, skill practice sessions, daily simulations with standardized patients and onsite video review self-assessment.

### A G E N D A

#### Wednesday

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30-8:00 am</td>
<td>Registration</td>
</tr>
<tr>
<td>8:00-9:30 am</td>
<td>Overview of Medical Interview/Health Communication Skills</td>
</tr>
<tr>
<td>9:30-11:00 am</td>
<td>Effective Questioning, Eliciting Patient’s Perspective and Skill Practice</td>
</tr>
<tr>
<td>(with 25 min. break)</td>
<td></td>
</tr>
<tr>
<td>11:00-12:00 pm</td>
<td>Introduction to the Genogram: What We Can Learn About Ourselves</td>
</tr>
<tr>
<td>12:00-12:30 pm</td>
<td>Narrative Assignment</td>
</tr>
<tr>
<td>12:30-1:00 pm</td>
<td>Lunch</td>
</tr>
<tr>
<td>1:00-1:45 pm</td>
<td>Patient Education, Shared and Informed Decision Making with Skill Practice</td>
</tr>
<tr>
<td>1:45-2:45 pm</td>
<td>Health Behavior Change/Motivational Interviewing with Skill Practice</td>
</tr>
<tr>
<td>2:45-3:00 pm</td>
<td>Break</td>
</tr>
<tr>
<td>3:00-4:00 pm</td>
<td>Using Motivational Interviewing Skills</td>
</tr>
<tr>
<td>4:00-5:00 pm</td>
<td>Simulation Center Staff</td>
</tr>
<tr>
<td></td>
<td>Ultra Self-Assessment</td>
</tr>
<tr>
<td></td>
<td>Simulation Center Staff</td>
</tr>
</tbody>
</table>

#### Thursday

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30-8:00 am</td>
<td>Registration</td>
</tr>
<tr>
<td>8:00-8:30 am</td>
<td>Introduction to CQI &amp; Skill Practice</td>
</tr>
<tr>
<td>8:30-9:00 am</td>
<td>De-escalation Techniques for Medical Practice</td>
</tr>
<tr>
<td>9:00-10:00 am</td>
<td>Dealing with the Angry Patient</td>
</tr>
<tr>
<td>10:00-10:30 am</td>
<td>Break and Simulation Scenario Development</td>
</tr>
<tr>
<td>10:30-11:15 am</td>
<td>Simulation Center Staff</td>
</tr>
<tr>
<td>11:15-12:15 am</td>
<td>Risk Management</td>
</tr>
<tr>
<td>12:15-12:45 pm</td>
<td>Lunch</td>
</tr>
<tr>
<td>12:45-1:15 pm</td>
<td>Story Hour</td>
</tr>
<tr>
<td>1:15-2:15 pm</td>
<td>Working with Difficult Interactions Simulation</td>
</tr>
<tr>
<td>2:15-3:45 pm</td>
<td>Simulation Center Staff</td>
</tr>
<tr>
<td>3:45-4:45 pm</td>
<td>Continuous Quality Improvement (CQIP) Project Review &amp; 360 Discussion</td>
</tr>
<tr>
<td></td>
<td>Theodore Pannar, MD</td>
</tr>
</tbody>
</table>

#### Friday

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30-8:00 am</td>
<td>Registration</td>
</tr>
<tr>
<td>8:00-10:00 am</td>
<td>Difficult Talks: The Medical Legal Perspective</td>
</tr>
<tr>
<td>10:00-11:15 am</td>
<td>Break</td>
</tr>
<tr>
<td>10:15-11:00 am</td>
<td>Giving Bad News</td>
</tr>
<tr>
<td>11:00-11:45 am</td>
<td>Narrative Review</td>
</tr>
<tr>
<td>11:45-12:15 pm</td>
<td>Lunch</td>
</tr>
<tr>
<td>12:15-1:15 pm</td>
<td>Giving Bad News Simulation</td>
</tr>
<tr>
<td>1:15-2:15 pm</td>
<td>Ultra Self-Assessment</td>
</tr>
</tbody>
</table>

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

Case Western Reserve University School of Medicine designates this live activity for a maximum of 20.5 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

### Location and Hotel Accommodations
The course will be held at the Mt. Sinai Skills & Simulation Center, 1551 East 105th St., phone (216) 368-0064. For detailed information on location and hotel accommodations visit http://bit.ly/DifficultCommunications/.

### For More Information
Call Case Western Reserve University, Continuing Medical Education Program, phone (216) 983-1239 or (800) 274-8263 or visit http://case.edu/medicine/cme/
Continuing Medical Education Program
10524 Euclid Avenue
Cleveland, Ohio 44106-6026

Intensive Course in
Managing Difficult Communications in Medical Practice
March 15-17, 2017
November 15-17, 2017

REGISTRATION

Registration Information
The registration fee for this course is $1600. Fees include tuition, educational materials, breakfast, lunch and breaks. An administrative fee of $175 will be deducted from fees for cancellations made after March 1 (for March course) or November 1 (for November course). All requests for refunds must be made in writing. Class size is limited to 12.

Four Ways to Register
1. Register online at http://case.edu/medicine/cme/
2. Mail this completed form with a check payable to Case Western Reserve University for $1600 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

March 15-17, 2017 CID #2562
November 15-17, 2017 CID #2563

Managing Difficult Communications in Medical Practice

Name
Gender
Specialty
Degree

Address
City
State
Zip

SSN (last 4 digits)
E-mail

Phone
Fax

In case of emergency

Make checks payable for $1600 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
Cleveland Orchestra www.clevelandorchestra.com
Cleveland Museum of Art www.clevelandart.org
Playhouse Square Center www.playhousesquare.org
Cleveland Play House www.clevelandplayhouse.com
Rock and Roll Hall of Fame and Museum www.rockhall.com
Great Lakes Science Center www.greatscience.com
Jack Cleveland Casino www.jackentertainment.com
Or for more Cleveland activities visit Destination Cleveland at www.thisiscleveland.com

Case Western Reserve University and the Mt. Sinai Skills & Simulation Center Cleveland, Ohio

Sponsored by:
Continuing Medical Education Program

University Hospitals

INTENSIVE COURSE IN
Managing Difficult Communications in Medical Practice
Controlling Anger, Avoiding Outbursts, Communicating Appropriately
March 15-17, 2017
November 15-17, 2017

Case Western Reserve University and the Mt. Sinai Skills & Simulation Center Cleveland, Ohio