



STRESS, COPING and COMMUNICATION PROGRAM

Many healthcare facilities, medical executive committees, and state medical boards have recently been faced with problems and issues of liability created by the 'disruptive physician'. The impact and costs to patient care and the health care team are well documented and have become a growing problem, especially with a national shortage of nurses. Disruptive behavior impacts staff morale and increases staff turnover, increases the risk of lawsuits filed by patients and staff, and contributes to poor communication. All of these factors have the potential to increase medical errors and negatively affect the quality of patient care. Unfortunately, much disruptive or unacceptable behavior in the workplace has a history of being tolerated. Physicians accused of 'disruptive behavior' are often clinically outstanding and offer a much valued service to the healthcare community. They are frequently in positions of leadership, with little or no training to fill these roles. Disruptive behavior is often a maladaptive response to a combination of system and personal problems, as well as skill deficits.

Inner Solutions for Success offers a Stress, Coping, and Communication (SCC) program designed to teach strategies and techniques to manage anger and frustration, reduce conflict in the work setting, improve communication skills, and improve functioning and leadership skills within the healthcare team. We recognize that most 'disruptive behavior' is not psychopathology, but rather a lack of essential skills needed to be an effective leader of a healthcare team. Our goal is to teach and support providers in obtaining the skills they need to be more effective, both with patients and colleagues. The SCC program teaches important skills, but also provides coaching you as you return to the work setting and begin to implement behavioral changes.

The Stress, Coping and Communication program is a three-day psycho educational workshop designed to improve stress management skills, improve communication and teamwork, and enhance leadership skills. Our SCC program is highly interactive to facilitate learning and long-term behavioral change. The workshop is conducted in small groups of 6 to 10 participants and provides an opportunity to practice behavioral skills. Using introspective techniques, role-playing, and other action methods, participants develop a personalized plan of action to implement upon return to their work environment. Prior to the workshop, each participant receives a 360-degree /multi-source evaluation that includes anonymous feedback from colleagues, co-workers, and patients. This evaluation feedback and other assessment tools are



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used during the workshop and throughout the follow-up period. The follow-up program also includes approximately 4 hours of individual telephone coaching for on-going support and consultation. **This program has been approved for 38 hours of Category 1 CME***

Program participants may be referred by medical groups, insurance companies, hospital MEC's, state medical boards, attorneys, or self referred. All program participants will be required to complete a phone interview prior to being accepted into the SCC program. There is no fee for the application or the phone interview, which takes approximately 1 hour. The fee to complete the entire SCC program is \$2,200.00. In consideration of your practice demands, the courses are held Friday through Sunday centrally located near the San Diego airport. Please contact us for additional information and to verify program dates. An application can be obtained by going to the Forms and Assessment Tools page. Print out a copy, and return to ISS using our confidential fax line. Please feel free to call us if you have any questions.

2009 Stress, Coping and Communication Program:

February 27-March 1

June 19-21

September 25-27

***Physicians**

This activity has been planned and implemented in accordance with the Essential Areas and the policies of the Accreditation Council for Continuing Medical Education through the joint sponsorship of the Institute for the Advancement of Human Behavior, A Medical Education Company (IAHB-AMEDCO) and Inner Solutions for Success (ISS). IAHB-AMEDCO is accredited by the ACCME to provide continuing medical education for physicians.

AMA PRA Statement

IAHB-AMEDCO designates this educational activity for a maximum of 42.0 AMA PRA Category 1 credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity.