



MASSACHUSETTS
MEDICAL SOCIETY

*Every physician matters,
each patient counts.*

**THURSDAY AND FRIDAY,
MARCH 7–8, 2013**

**WEDNESDAY,
MAY 22, 2013**

Massachusetts Medical Society
Headquarters at Waltham Woods
Waltham, Massachusetts



PHYSICIAN HEALTH SERVICES, INC.

Managing Workplace Conflict

IMPROVING PERSONAL EFFECTIVENESS

PHYSICIAN
HEALTH
SERVICES, INC.

A Massachusetts Medical Society corporation

**CONTINUING EDUCATION
A RISK MANAGEMENT PROGRAM**

Jointly sponsored by the Massachusetts Medical Society and Physician Health Services, Inc.

Program Overview

DESCRIPTION

This program is an educational forum for physicians to learn improved methods of relating with peers, coworkers, and patients and improving relationships at work. Disruptive behaviors can impact and interfere with a physician's ability to practice medicine effectively. This course will help attendees assess difficult relationships and stressful situations and consider ways to respond differently to minimize conflicts. This is an experiential course that utilizes real examples kept within the confidentiality of the setting. The program combines didactic presentations, role-playing with focused feedback, and an interactive style to improve interpersonal skills and communication methods. The program focuses on developing skills and motivation for participants to make changes. Attendees will be educated about stressors, coping skills, and resources for referral.

AUDIENCE

This course is available to all physicians and residents interested in learning methods to improve workplace relationships. The program is designed for all participants whose goals are to improve relationships at work and interpersonal skills based on difficulties in the workplace, such as angry outbursts, noticeable conflicts, loud or abrupt communication with coworkers, and/or abrasive interactions. The course is also open to others with an interest in understanding, assessing, and controlling how anger and poor communication impact their lives.

OBJECTIVES

After participating in this activity, attendees will be able to:

- > Promote behavioral change in the workplace using new methods and problem-solving skills
- > Demonstrate a range of approaches for handling intensive situations
- > Analyze stress and its effects on interactions
- > Examine appropriate boundaries with staff, colleagues, and patients
- > Improve relationship skills and strategies for successful communication in the workplace
- > Increase self-awareness and identify signs and symptoms of behavioral problems

PLEASE NOTE

In advance of the program, attendees will be asked to review some materials, complete a self assessment, and submit confidential scenarios based on real examples for discussion and role-playing.

Directions

**Massachusetts Medical Society
Headquarters at Waltham Woods
Waltham, Massachusetts**

FROM BOSTON: West on Mass. Pike/I-90 to Exit 15. Keep right beyond tollbooth. Take Rte. 128/I-95 North to Exit 27B (Wyman Street/Winter Street). Turn right at lights (Wyman Street) and continue right onto Winter Street. Stay in right lane on Winter Street to cross back over Rte. 128/I-95. (See "All" below.)

FROM THE NORTH: South on Rte. 128/I-95 to Exit 27B (Winter Street). (See "All" below.)

FROM THE SOUTH: North on Rte. 128/I-95 to Exit 27B (Wyman Street/Winter Street). Turn right at lights (Wyman Street) and continue right onto Winter Street. Stay in right lane on Winter Street to cross back over Rte. 128/I-95. (See "All" below.)

FROM THE WEST: East on Mass. Pike/I-90 to Exit 14. Keep left beyond tollbooth. Take Rte. 128/I-95 North to Exit 27B (Wyman Street/Winter Street). Turn right at lights (Wyman Street) and continue right onto Winter Street. Stay in right lane on Winter Street to cross back over Rte. 128/I-95. (See "All" below.)

ALL: Stay in far right lane through two sets of lights. Travel around the reservoir for approximately 0.5 mile. Turn left at granite sign for HealthPoint and Waltham Woods Corporate Center. Follow white signs to Waltham Woods Corporate Center to next granite sign for Waltham Woods (860–890 Winter Street). After sign, turn left into the Massachusetts Medical Society.

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Accreditation

CME CREDIT/ACCREDITATION

The Massachusetts Medical Society designates the following live activities for a maximum number of *AMA PRA Category 1 Credits™* as outlined below. Physicians should claim only the credit commensurate with the extent of their participation in each activity.

March 7 and 8, 2013 12.5 (RM)
May 22, 2013 1.5 (RM)

These activities meet the criteria of the Massachusetts Board of Registration in Medicine for risk management (RM) study.

These activities have been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education through the joint sponsorship of the Massachusetts Medical Society and Physician Health Services, Inc.

The Massachusetts Medical Society is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

About Physician Health Services, Inc.

Physician Health Services, Inc. (PHS) is a confidential resource for any physician, resident, medical student, group practice, or hospital faced with concerns relating to a physician's health. For more information, contact PHS at 781.434.7404 or visit www.physicianhealth.org.

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Schedule

THURSDAY, MARCH 7, 2013

- 7:30 AM REGISTRATION AND CONTINENTAL BREAKFAST
- 8:00 AM Welcome, Introductions, and Course Overview
- 8:30 AM Physician Health and the Culture of Medicine
- 9:30 AM A Demonstration of Physician Conflict
- 10:45 AM BREAK
- 11:00 AM Self Assessment Review
- 11:15 AM Management of Stress and Anger (Part I)
- 12:00 PM LUNCH
- 12:45 PM Self Assessment Review (Results)
- 1:15 PM Management of Stress and Anger (Part II)
- 2:00 PM BREAK
- 2:15 PM Management of Stress and Anger (Part III)
- 2:45 PM Group Discussions: Case Scenarios on Anger and Stressful Situations
- 4:00 PM ADJOURNMENT

FRIDAY, MARCH 8, 2013

- 7:30 AM REGISTRATION AND CONTINENTAL BREAKFAST
- 8:00 AM Organizational Conflicts and Leadership Roles
- 9:00 AM Review of Assigned Articles
- 9:30 AM BREAK
- 9:45 AM Having the Difficult Conversation
- 10:30 AM Difficult Conversations: Optimizing Results
- 12:00 PM LUNCH
- 12:45 PM Options for Support and Change
- 2:00 PM Strategies for Success
- 2:45 PM Conclusions
- 3:00 PM PROGRAM ADJOURNMENT

WEDNESDAY, MAY 22, 2013

- 9:30 TO 11:00 AM Sustaining Strategies for Successful Communication

An interactive session where participants from past Managing Workplace Conflict courses attend to share case examples. Attendees will seek out solutions for conflictive situations they have experienced and share successful strategies that resulted in improved interactions in the workplace.

Faculty



CHARLES W. SWEARINGEN, MD, psychiatrist and management consultant, received his medical degree from Yale University School of Medicine. He completed a rotating internship at Roosevelt Hospital and a psychiatric residency program at the Albert Einstein College of Medicine. He also completed research fellowships at the UCLA School of Medicine and Harvard Medical School, as well as psychoanalytic training at the Boston Psychoanalytic Institute. He was a management consultant/associate of the Levinson Institute, a past consultant in psychiatry at Massachusetts General Hospital, and the founder and principal of Pierian Consulting. Dr. Swearingen is certified by the American Board of Psychiatry and Neurology.



RONALD SCHOUTEN, MD, JD, director, Law and Psychiatry Service, Massachusetts General Hospital, received his medical degree from the University of Illinois College of Medicine and his juris doctor degree from the Boston University School of Law. Dr. Schouten completed his internship at the Lutheran General Hospital, his residency in psychiatry at Massachusetts General Hospital, and was chief resident in legal psychiatry at the Massachusetts Mental Health Center. He is currently a psychiatrist at Massachusetts General Hospital, a clinical affiliate in psychiatry at the McLean Hospital, and an associate professor of psychiatry at Harvard Medical School. Dr. Schouten is certified by the American Board of Psychiatry and Neurology with an added qualification in forensic psychiatry. He is the founder and president of KeyPeople Resources, Inc., an organizational and behavioral health consulting firm.



LUIS T. SANCHEZ, MD, is director of Physician Health Services, Inc., a corporation of the Massachusetts Medical Society. He received his medical degree from Harvard Medical School and completed a general medical internship and psychiatric residency at the Cambridge Hospital. Former positions include medical director of the special treatment team for addictions, Cambridge-Somerville Unit at Westboro State Hospital; chief of psychiatry at Central Hospital; associate medical director at Pembroke Hospital; medical director of the Addictions Treatment Program at Waltham Weston Hospital; medical director of the Division of Addictions at Cambridge Hospital; and medical director of the Addictions

and Dual Diagnosis Unit at Arbour Hospital. Dr. Sanchez is certified by the American Board of Psychiatry and Neurology and has added qualifications in addiction psychiatry.



DIANA BARNES BLOOD, MSW, LICSW, received her master's degree from Simmons College of Social Work. Ms. Blood has private practices in Lincoln and Brookline, working with individuals and couples in psychotherapy. She has 30 years of experience with individual and group therapy and 15 years leading groups of professionals. Her professional interests include interpersonal family problems, coping with loss and personal trauma, and overcoming addictions. She is a member of the National Association of Social Workers Ethics Commission in Massachusetts and a member of the Social Work Assistance Network (SWAN) Commission. She currently facilitates a twice-monthly support group designed to provide physicians with strategies to enhance coping skills.

Advisory Committee

DIANA BARNES BLOOD, MSW, LICSW, Private Practice, Lincoln and Brookline, Massachusetts

LINDA R. BRESNAHAN, MS, Director of Program Operations, Physician Health Services, Inc.

CAROLINE CARREGAL, Director, Continuing Education and Certification, Massachusetts Medical Society

MICHELE G. KAYDEN, PHD, Organizational Psychologist, Executive Behavioral Coach, and Principal, Kayden Enterprises

KENNETH KRAFT, PHD, Clinical and Organizational Psychologist

JOSEPH PEREIRA, LICSW, CAS, Clinical Social Worker, Outlook Associates of New England

JULIA M. READE, MD, Forensic Psychiatrist, Beth Israel Deaconess Hospital, Harvard Medical School

LUIS T. SANCHEZ, MD, Director, Physician Health Services, Inc.

RONALD SCHOUTEN, MD, JD, Associate Professor of Psychiatry, Harvard Medical School; Director, Law and Psychiatry Service, Massachusetts General Hospital

CHARLES W. SWEARINGEN, MD, Psychiatrist, Management Consultant, Founder, and Principal of Pierian Consulting

JESSICA L. VAUTOUR, Outreach and Education Manager, Physician Health Services, Inc.

For more information about this program's faculty, please visit us online at www.massmed.org/cme/events.

General Information

PROGRAM REGISTRATION

Registrations will be accepted on a first-come, first-served basis. Space is limited. Confirmed registrants will receive notification and directions (if applicable) by mail. Cancellations must be received in writing at MMS headquarters seven days prior to the program. The program sponsors reserve the right to cancel this program with full refunds to paid registrants. Preregistration and prepayment are required.

NEED SPECIAL ASSISTANCE?

If you need special assistance, please do not hesitate to call 800.322.2303, ext. 7306, in advance of the program. We will do our best to make arrangements for you.

TRAVEL AND PARKING

Due to high traffic volume and weather elements, please allow an extra 30 minutes for travel time. PARKING IS FREE.

INCLEMENT WEATHER

In case of inclement weather, please call the MMS at 800.322.2303, ext. 7306, or MMS security at ext. 7427 for program confirmation. We also recommend that registrants log on to the MMS website, www.massmed.org, for any schedule changes and/or program status prior to departing for the program.

NONSMOKING POLICY

Consistent with the Massachusetts Medical Society's commitment to wellness and the overall mission of the Society, smoking is expressly prohibited at an MMS-sponsored event.

800.843.6356

Registration Form

(INTERNAL USE: 012018)

To register, complete the registration form and mail it to Massachusetts Medical Society, P.O. Box 9155, Waltham, MA 02454-9155. Or register by calling 800.843.6356 or faxing 781.893.0413. Payment is due at the time of registration.

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I WILL ATTEND: THURSDAY AND FRIDAY, MARCH 7–8, 2013

WEDNESDAY, MAY 22, 2013

PLEASE CHECK: MMS MEMBER MEMBERSHIP NUMBER: _____

NONMEMBER

FIRST NAME: _____ MIDDLE INITIAL: _____

LAST NAME: _____ MD OTHER

EMAIL: _____

TITLE: _____

ORGANIZATION: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

PHONE: _____ FAX: _____

REGISTRATION FEE

PHYSICIAN

MMS MEMBER

\$500

NONMEMBER

\$600

RESIDENT

\$500

\$600

ENCLOSED IS MY CHECK PAYABLE TO PHYSICIAN HEALTH SERVICES, INC. FOR

\$ _____.

PLEASE BILL MY CREDIT CARD FOR \$ _____.

AMEX VISA MASTERCARD

CARD NUMBER: _____

EXPIRATION DATE: _____

CARDHOLDER'S SIGNATURE: _____

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