

Dean's Professionalism Series

The *Salim El-Hoss Bioethics and Professionalism Program* at the American University of Beirut, Faculty of Medicine and Medical Center, announces its 6th workshop

Simple Disputes, Complex Sequellae: Resolutions that Work

Auditorium B1, College Hall
American University of Beirut
Beirut, Lebanon



December 5, 2015

GENERAL INFORMATION

Program Overview

Conflicts in health care are difficult to avoid. Providers with widely diverse training must collaborate to care for patients whose needs, beliefs and goals vary widely. The sequellae can often be negative, producing adverse outcomes, patient dissatisfaction, and provider burnout. Indeed, one major organization has found that communication problems underlie at least 70% of sentinel events. The good news is that many of these communication breakdowns can be avoided or greatly ameliorated.

This workshop provides basic skills for improving communication and resolving disputes in the clinical setting, to be used in difficult conversations, coaching, negotiation, facilitation, and assisted negotiation. The workshop is very active. Practice scenarios are interwoven with description and discussion of a key toolset including: managing expectations, normalizing, active listening, verbal mirroring, reframing, and affect labeling. Participants will learn techniques to build the trust on which successful resolution relies and thereby to enable those in conflict to come to their own agreements. Everyone will participate in all practice exercises, which are based on common clinical situations, and followed by extensive debriefing.

This is the first among a series of workshops. More will be announced in time.

Objectives

As a result of attending this conference, the participant will be able to do the following:

- ✓ Describe at least ten specific skills for improving communication and resolving disputes in the clinical setting
- ✓ Apply those skills in the clinical setting to avoid disputes in many instances and, where that cannot be achieved, to move disputes more effectively toward agreement.
- ✓ Assist colleagues to manage difficult conversations more productively.

Target Audience

This workshop has been designed for physicians, residents, allied health professionals, nurses, members of the healthcare team, and risk managers.

ENROLLMENT IS LIMITED TO 20 PARTICIPANTS.

Venue

This workshop will be held at the **Auditorium B1, College Hall**, American University of Beirut, Beirut, Lebanon.

Lebanese Order of Physicians Statement

The Assessment of Professionalism conference complies with the Lebanese Order of Physicians Continuing Medical Education guidelines.

Registration

The registration fee for this conference is \$150

Activity Directors:

Thalia Arawi, PhD
Founding Director,
Salim El-Hoss Bioethics & Professionalism Program
Clinical Bioethicist
Vice Chair, Medical Center Ethics Committee
American University of Beirut
Faculty of Medicine
Beirut, Lebanon

Faculty

Haavi Morreim, JD, PhD
Professor, Department of Internal Medicine
College of Medicine
University of Tennessee Health Science Center
Memphis, Tennessee, USA

Thalia Arawi, PhD
Founding Director,
Salim El-Hoss Bioethics & Professionalism Program
Clinical Bioethicist and Clinical Ethics Consultant
Vice Chair, Medical Center Ethics Committee
American University of Beirut
Faculty of Medicine
Beirut, Lebanon

PROGRAM AGENDA:

08:00 am – 08:30am Registration

Introductory Remarks

08:30am – 08:40am Opening words:
Dr Hasan El Solh, representing Dean Sayegh
Dr. Thalia Arawi

08:40am – 09:45am Overview: Conflict Resolution and
Clinical-Setting Mediation
Languages of conflict resolution
Conflict resolution and trust
Practice scenario and debrief

09:45am – 10:00am **Coffee Break**

10:00am – 11:00am Skills and Strategies: Verbal Skills
Practice scenario and debrief

11:00am – 11:45am Skills and Strategies: Nonverbal Skills
Practice scenario and debrief

11:45am – 12:30pm **Lunch Break**

12:30pm – 2:00pm Skills and Strategies: Strategies to Create Solutions
Practice scenario and debrief

2:00pm – 3:00pm Mediation versus Arbitration
Practice scenario and debrief

03:00pm – 03:15pm **Coffee Break**

3:15pm - 4:00pm Bringing it Together
Practice scenario and debrief

04:00pm – 05:00pm Discussion: Putting Skills and Strategies to Use
Drs. Haavi Morreim, Thalia Arawi, Kamal Badr

Principal Trainer: **Dr. Haavi Morreim**



Haavi Morreim, JD, PhD is an academician, attorney and an active mediator for both civil and family matters, with cases ranging across health care, employment, contract, landlord-tenant, debtor-creditor and beyond. Dr. Morreim brings a distinctive perspective to health care conflict resolution. For over thirty years she has been a medical school professor focusing on health law and bioethics.

Dr. Morreim's teaching is not the traditional courses-in-classrooms. Rather, she works in the clinical setting's regular rounds and conferences during which faculty and physicians-in-training discuss patients, make medical decisions, and explore broader issues. This has permitted an ongoing, first-hand view of the day-to-day challenges, conflicts and nuances that arise for patients, families, physicians, nurses, and others in the health care setting. Conflict can arise not just between patients and providers, but in any area of the health care delivery system that now requires intense interdependence among professionals previously accustomed to substantial independence. A solid grasp of that context and its communication complexities enables one to elicit, as a mediator, the broad variety of interests and concerns that underlie health care disputes.

Dr. Morreim is also an active scholar and a sought-after speaker. She has authored two books and over one hundred forty articles in journals of law, medicine, and bioethics, including California Law Review, Vanderbilt Law Review, Tort and Insurance Law Journal, New England Journal of Medicine, Journal of the American Medical Association, Seton Hall Law Review, Health Matrix, Archives of Internal Medicine, Hastings Center Report, and the Wall Street Journal. She has also presented hundreds of invited lectures nationally and internationally, to such groups as the American Health Lawyers Association, the American Bar Association, the American Medical Association, the National Academy of Elder Law Attorneys, and the Tennessee Bar Association, alongside numerous medical organizations such as the American Medical Association, the American College of Physicians, and numerous state and local medical societies.

Contact Information

For more information about this course, please contact:

Continuing Medical Education Office

American University of Beirut

P.O. Box 11-236 Riad El Solh

Beirut 1107 2020

Lebanon

Tel: +961-1-350 000 ext 4717/8

Fax: +961-1-744 467

Email: cme@aub.edu.lb

Web: <http://cme.aub.edu.lb>