

PHYSICIAN AND HEALTH PROFESSIONAL SEMINARS – SEMINAR DESCRIPTIONS

Susan Eisner, MPH, CASAC

Ph: (631) 269 - 7048 Fax: (631) 269 - 7049 E-mail: susaneisner@optonline.net BLOG: www.susaneisner.typepad.com



Disrupting Disruptive Behavior

1-2 hours

In 2009 The Joint Commission mandates hospitals to address disruptive behavior in physicians and other hospital personnel. Such behavior disrupts patient care and hospital operations, undermines practice morale, corrodes teamwork and communication, and heightens turnover. This seminar discusses the definitions and examples of disruptive behavior, its causes within individuals such as personality disorders, and institutional causes including a culture that tacitly approves such behavior. Also covered are strategies for addressing this problem, defining a hospital culture that promotes this, and referral sources for treatment of underlying personality and psychiatric causes.



Impaired Professionals: Addictive and Psychiatric Disorders

1-2 hours

Physicians and health professionals often don't personally seek help for substance abuse, other addictions, and psychiatric and behavioral disorders, and may even feel they're immune from such problems. The opposite is true, making it imperative for them and those who work with them to know about the diagnoses that affect them, signs and symptoms that occur, and options for intervention and treatment. Addressing issues of resistance to helping themselves and their colleagues is also critical. This seminar addresses these topics in depth.



Self-Care for Caregivers: Stress Management for Physicians and Hospital Personnel

1-2 hours

In this seminar participants explore their personal negative beliefs about self-care that cause them to constantly give to others and neglect themselves. Self-care first and foremost is encouraged to create productive, healthy practitioners. Topics are suicide in physicians, personal and professional sources of stress, risk-factors such as medical training, recent changes in medicine, and personality traits, and stress management techniques that are physical, behavioral, psychological and spiritual, including deep relaxation and meditation.



Conscious Communication Skills in Health Professionals - Part I and II

1-2 hours

Communication is critical for any successful relationship. Though many practitioners think they communicate well, dysfunctional communication sabotages relationships, corrodes teamwork, lowers morale, and negatively affects patients. The stress of medicine compounds the problem. This workshop addresses the elements of effective communication between physicians, nurses, other hospital staff, patients, and family members, and includes common communication errors, and practice of non-verbal, speaking and listening skills.



Managing Fatigue and Sleep Deprivation

1-2 hours

For physicians myths in their traditional culture promote and condone sleep deprivation as a way to be a better doctor. In fact fatigue negatively impacts patient care and professionalism, health and well-being, family relationships, driving safety, and more. The ACGME recognized this, and implemented new changes in resident duty hours, with further changes recently recommended by The Institute of Medicine. Fatigue is rampant in medicine, with nurses working double shifts and other health professionals working long hours. This seminar covers all this, and shared responsibilities of clinicians and facilities for strategies to fight fatigue at work, home, and on the road.



Medical Errors, Perfectionism and Poor Team Communication: What's the Connection?

1-2 hours

Physicians, often perfectionists, sometimes feel immune from making errors, and have difficulty when others point out mistakes. Patients can be harmed in the process, i.e., if a doctor gets angry at a nurse who points out he is about to remove the wrong limb. This seminar covers: 1) the underlying reasons for perfectionism, i.e., low self-esteem and fear of making mistakes, and how to change this, and 2) that physicians must accept their humanity and possibilities of making errors regardless of high skill levels, and be willing to work with/use their team as a way for all to prevent errors and optimize patient care. In the end true self-respect promotes respect for others and fewer errors.



Mastering Meditation and Relaxation Techniques

1-2 hours

Critical to any stress management program is the practice of deep-breathing based relaxation techniques and meditation. Regular practice promotes proven benefits in physical and emotional health including improved focus and concentration; they assist in healing illness; help in the management of anger; curb compulsive behaviors; and produce a general sense of well-being and deep relaxation. Easy to learn, this seminar provides in-class instruction and practice of several techniques and suggestions for incorporating them in daily life.



AA / 12-Step Programs for Stress and Addictive Behaviors

1-2 hours

Substance abuse is the most commonly thought of compulsive/addictive disorder, but others such as smoking, overeating, gambling, sexual acting out, etc. are also prevalent in physicians and health professionals, and adversely affect their health. This session examines the definition of compulsive behaviors, underlying reasons for them, and their relationship to stress and addiction. Strategies for changing these behaviors to healthier ones, and 12-Step Programs - very effective but which few clinicians are knowledgeable about, are discussed.