The Why and How of Dealing with “Special” Colleagues: Discouraging DISRUPTIVE Behavior

November 9, 2006
5:30 - 7:30 pm
Welcome Reception
What Constitutes Disruptive Conduct?
Bring Your Examples

November 10, 2006
7:30 - 8:00 am
Breakfast and Registration

Morning Sessions
Welcome, Overview, and Brief Background

A Case of a Doctor Who Disrupts Patients and Staff:
Early, Middle, Late, and Too Late Strategies for
Recognition and Intervention

They All Get Lawyers - Can’t It Be Easier?
How Good Lawyers Help You Deal with ‘Special’ Doctors

12:00 – 1:00 pm
Lunch

Evaluating, Documenting, Treating, and
Monitoring Disruptive Colleagues

Afternoon Sessions
Applications
Tools for Overcoming Barriers to Administrative Inertia

Traditional and Non-Traditional Peer Review

3:15 - 3:45 pm
Evaluation, Closing and Adjourn

November 9-10, 2006
Student Life Center, Vanderbilt University
Nashville, Tennessee

Sponsored by
the Center for Patient and Professional Advocacy
and Vanderbilt School of Medicine

VANDERBILT School of Medicine
Vanderbilt Division of CME:
Supporting the Continuing Development of Physicians

I Can’t Stop Loving You:
Ray Charles and Country Music
Country Music Hall of Fame and Museum
222 Fifth Avenue South
615.416.2001
www.countrymusichalloffame.com

Bedazzled: 4500 Years of Jewelry from the
Walters Art Museum*
Extra-Ordinary Whitney Museum:
The Everyday Object in American Art
Frist Center for the Visual Arts
919 Broadway
615.244.3340
www.fristcenter.org

* Conference attendees at the Welcome Reception November 9th will have access to see this exhibit during the reception

Nashville Symphony Pops Series:
Dionne Warwick
Corner of Fourth Avenue South and Demonbreun
615.783.1200
www.nashvillesymphony.org

Opry at the Ryman
Ryman Auditorium
116 Fifth Avenue North, Nashville, TN 37219
615.458.8700
www.ryman.com

The Lion King
Tennessee Performing Arts Center
505 Deaderick Street
615.782.4000
www.tpac.org

Discouraging Behavior
The Why and How of Dealing with “Special” Colleagues:
DISRUPTIVE
Purpose
Although many features distinguish a profession, one of the most important is responsibility for the conduct of its members. Unfortunately, administrative leaders of health care institutions often do not have training in or strategies for dealing with disruptive behavior. Without the proper tools, health care professionals seemingly tolerate a certain amount of unprofessional behavior in their institutions.

Toleration of unprofessional behavior is common enough to warrant concern, and the consequences are severe enough to potentially cause patient safety issues, low staff morale, and cost burdens. In large medical centers, disruptive behaviors may occur even weekly or daily, and they adversely affect many persons. Persistent disruptive behaviors appear to be displayed by relatively few professionals, perhaps 2-6%. These disruptive physicians present first and foremost a threat to quality of care and patient safety.

This conference will give medical center leaders the needed tools and strategies to address disruptive conduct.

Target Audience
This CME activity will be of interest to medical center leaders in medicine, nursing and other disciplines, risk managers, underwriters, institutional lawyers, medical ethicists, and business managers. All physician specialties may therefore be represented and are welcome to attend this program.

Learning Objectives
After participating in this CME activity, attendees should be able to:

- Describe and discuss the relationships between disruptive professional behavior and suboptimal outcomes;
- Identify a range of disruptive professional behaviors and describe a “disruptive behavior pyramid”;
- Articulate a general plan for addressing disruptive professional behavior;
- Distinguish the pros and cons of alternative approaches for addressing disruptive professional behaviors;
- List pertinent legal precedents about which to be aware before taking action; and
- Describe a method that may be used for identifying professionals with a pattern of disruptive conduct.

Acknowledgment of Commercial Support
The Center for Patient and Professional Advocacy expresses appreciation to the following companies for support of this educational activity by providing unrestricted educational grants:
- Child Health Evaluation and Research (CHEAR) Unit of the University of Michigan
- Marsh, USA
- Medical Mutual Insurance Company of North Carolina
- Medical Protective
- RL Solutions

CME Credit
Vanderbilt School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

Vanderbilt School of Medicine designates this educational activity for a maximum of 7.5 AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Registration Fee
Your registration fee includes attendance at all sessions, the course syllabus, CME credit and all food functions. Please see the registration form for further information.

Disclosure Statement
It is the policy of Vanderbilt School of Medicine that participants in CME activities be made aware of any affiliation or financial interest that may affect the speaker’s presentation(s). Each speaker has completed and signed a conflict of interest statement. The faculty members’ relationships will be disclosed to the audience.

Americans with Disabilities Act
It is the policy of Vanderbilt School of Medicine not to discriminate against any person on the basis of disabilities. If you feel you need services or auxiliary aids mentioned in this act in order to fully participate in this continuing education activity, please call Anna Caruso at 615.343.4500 or attach a note to your registration form.