



Dealing with the Difficult Patient: Everything a Clinician Needs to Know

Warren Alpert Medical School of Brown University
222 Richmond Street, Providence, RI 02912



Program Description

Frustrated with your patient? Frustrated with healthcare? Frustrated with life? This educational activity will not solve all of your problems, yet it will equip you to prevent, recognize and diffuse conflict in the exam room. An already complex physician patient relationship becomes more challenging when the patient-opioid relationship takes over. Patients who take opioids, whether they are dependent, tolerant or misuse the medication may act out in the exam room & conflict may ensue. Physicians & other prescribers have a responsibility to address this & other conflicts in the exam room in a dispassionate & therapeutic manner. Learn with us about transference, counter-transference, the hateful patient, avoiding unpredictable outcomes and managing professional risk.

Who Should Attend

Primary Care Physicians, Physician Assistants, APRNs, Nurses, Medical Students, Residents, & Fellows.

Educational Objectives

At the conclusion of these activities, participants should be able to:

- Identify countertransference & transference & how it affects clinical care
- Develop skills to de-escalate conflict in the exam room & clinical spaces
- Avoid unpredictable outcomes and manage professional risk

Register Online: https://apps.biomed.brown.edu/cme_registration

Registration Fee: \$40.00 includes CME credit, dinner and parking

This training meets the requirements set forth in RI Regulation 3.14 Prescriber Training Requirement for Best Practices Regarding Opioid Prescribing. This specific training requirement is required only once and must be completed before renewal of controlled substance registration or two (2) years (whichever is longer).

January 25, 2018

4:00–5:00 PM	Registration and Dinner
5:00–5:05	Welcome <i>James V. McDonald, MD, MPH</i> Chief Administrative Officer Board of Medical Licensure and Discipline Rhode Island Department of Health Providence, RI
5:05–5:20	Overview of Opioid Epidemic <i>James V. McDonald, MD, MPH</i>
5:20–6:20	The Transactional Model <i>David E. Kroessler, MD</i> Medical Director and CEO Angell Street Psychiatry Roger Williams Medical Center Providence, RI
6:20–6:30	Break
6:30–7:30	Dealing with the Difficult Patient <i>John K. Findley, MD</i> Chief of Integrated Behavioral Health Services CharterCARE Health Partners Roger Williams Medical Center Providence, RI
7:30–8:15 PM	Facilitated Panel Discussion: Practical Application with the Difficult Patient <i>John K. Findley, MD</i> <i>David E. Kroessler, MD</i> <i>Kevin M. McKay, PhD, ABPP</i> Clinical Assistant Professor of Psychiatry & Human Behavior Warren Alpert Medical School, Brown University Clinical Health Psychologist Providence VA Medical Center Providence, RI Rhode Island Center for Cognitive Behavior Therapy East Providence, RI

For More Information, Contact the Brown CME Office

233 Richmond Street, Providence, RI 02912
Ph: 401-863-2871 | F: 401-863-2202 | E: CME@Brown.edu

Accreditation

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the Warren Alpert Medical School of Brown University and the Rhode Island Department of Health Academic Center. The Warren Alpert Medical School of Brown University is accredited by the ACCME to provide continuing medical education for physicians.

Credit Designation

Physicians: The Warren Alpert Medical School of Brown University designates this live activity for a maximum of 3 *AMA PRA Category 1 Credits*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

RI Specific: This program qualifies for 3 hours CME Credit in Opioid Pain Management/Chronic Pain Management, one of the required areas of section 6.0; 6.2.1 RI CME re-licensure requirements.

AAFP: Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.

Other Allied Health Professionals: Participants will receive a Certificate of Attendance stating this program is designated for 3 *AMA PRA Category 1 Credits*[™]. This credit is accepted by the AANP, AAPA, and RI Pharmacy re-licensure Board.

Cancellation Policy

Cancellations/substitutions must be made to the Brown CME Office at least two weeks no later than 1/10/18. A \$15.00 administrative fee will be charged for all refunds (no refunds for “no shows”). There will be no additional charge for substitutions. This conference is subject to change or cancellation.

Free Parking

Parking will be available in the parking garage connected to the Medical Building, located on the corner of Richmond and Elm Streets. Enter through the Elm Street entrance.



Please notify the Brown CME Office in writing at least two weeks prior to the conference to request reasonable accommodations.