

Communication, Collegiality, & Care

When communication problems strain colleague or staff functions, they can have a significant impact on patient care and on team effectiveness. Healthcare professionals often do not realize how their communication may compromise patient care and impact their work satisfaction. This course is designed to give healthcare professionals the skills they need to employ professional and effective communication in the workplace.

Participants will gain insight and develop strategies and skills to

- Recognize individual behavior/communication styles and how those styles impact work teams
- Improve medical team member dynamics and patient care outcomes
- Support and maintain behavior change which positively impacts team member dynamics over time
- Develop strategies for increasing resiliency, managing stress and improving frustration tolerance

The course includes a behavior style profile, interactive discussions, simulated work encounters, and development of a personal Plan of Action identifying steps each participant can take to improve their team communication. At the conclusion of the course, the participant and his or her practice site or referring organization (with the participant's consent) receive a summary report from the course faculty and a copy of the participant's Plan of Action.

Clinicians may enroll voluntarily or at the referral of an organization. Enrollment is limited to 12 participants per session. The course includes 14 hours of onsite classroom time and two to four hours of pre-attendance work.

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 UHealth Memorial Hospital and CPEP. UHealth Memorial Hospital is accredited by the Colorado Medical Society to provide continuing medical education for physicians. UHealth Memorial Hospital designates this live activity for a maximum of 19 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

TARGET AUDIENCE

This course is designed to fulfill licensing board or credentialing requirements for remedial education. It is also suitable for any physicians and advanced practice professionals who could benefit from an improved understanding of how they communicate with their colleagues, as well as strategies for improvement.

This course is not designed to address significant disruptive behavior or anger management issues, physically aggressive behavior in the workplace, or untreated mental health conditions such as substance abuse or psychiatric conditions.