

#### Cultural and Linguistic Competency

This activity is in compliance with California Assembly Bill 1195 which requires continuing medical education activities with patient care components to include curriculum in the subjects of cultural and linguistic competency. Cultural competency is defined as a set of integrated attitudes, knowledge, and skills that enables health care professionals or organizations to care effectively for patients from diverse cultures, groups, and communities. Linguistic competency is defined as the ability of a physician or surgeon to provide patients who do not speak English or who have limited ability to speak English, direct communication in the patient's primary language. Cultural and linguistic competency was incorporated into the planning of this activity. Additional resources on cultural and linguistic competency and information about AB1195 can be found on the UCSD CME website at <http://cme.ucsd.edu>.

#### Faculty Disclosure

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The Anger Management for Healthcare Professionals Program includes a three-day intensive skills-building class involving interaction and didactic instruction to teach strategies and techniques to manage anger, reduce conflict in the work setting, and improve functioning within a healthcare team. From busy primary care outpatient clinics to the intensity of operating rooms, frustration, annoyance, and conflict have become commonplace. A focus is placed on practicing cognitive and behavioral strategies that will lead to a healthier style of managing stressful situations encountered in healthcare environments. Offered several times a year, it is designed to help physicians who have contributed to a disruptive working environment.

The University of California, San Diego School of Medicine is accredited by the Accreditation for Council for Continuing Medical Education to provide continuing medical education for physicians.

The University of California, San Diego School of Medicine designates this live activity for a maximum of **31.25 AMA PRA Category 1 Credits™**. Physicians should claim only credit commensurate with the extent of their participation in the activity.



## *Anger Management for Healthcare Professionals Program*

**Cost:**  
**\$2625**



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## ***Anger Management for Healthcare Professionals Program***

The Anger Management for Healthcare Professionals Program is offered through the UCSD Physician Assessment and Clinical Education (PACE) Program. The UCSD PACE Program is the largest program for physician assessment, remediation, and practice enhancement in North America.

Recent research has shown that disruptive behavior can compromise patient care, increase staff turnover, and increase risk of lawsuits, making disruptive professionals a costly liability. The Joint Commission has enacted new standards regarding the identification and management of disruptive behavior,. However, disruptive professionals are often clinically competent, even outstanding, which provides reason to correct the behavior rather than terminate the disruptive professional.

Anger Management for Healthcare Professionals addresses disruptive behavior and includes a three-day course designed to improve and enhance anger and stress management skills.

This program is highly interactive, helping to facilitate active learning and promote lasting change.

This three-day workshop is conducted in groups from 10 to 12 participants. The program provides participants with opportunities to practice skills and techniques, not simply hear about them. The workshop intersperses brief lecture-discussions on anger and stress management techniques with interactive exercises. Using

introspective techniques, role-playing, and action methods to improve anger management, participants develop and personalize a future plan of action to implement into their work environment. Participants are provided a textbook along with multiple exercises to complete outside of class time.

### **Anger Management for Healthcare Professionals**



### **Who is the Program for?**

This intensive training program has been developed to meet the needs of the professional who:

- Desires to improve his or her communication and anger management skills.
- Wants to enhance the workplace environment by reducing interpersonal conflict and by improving function within a healthcare team.
- Has been referred by human resources and/or risk management departments
- Is attorney referred as part of an Alternative Dispute Resolution agreement.

### **Needs Assessment**

This course is designed to address disruptive behavior, as requested, by State Medical Boards and peer review committees of private hospitals.

### **Training Goals and Objectives**

- To learn the importance of anger management and good communication as essential aspects of health care.
- To better understand effective communication skills that lead to desired interpersonal outcomes.
- To practice behavioral and cognitive strategies to manage stress and anger
- To encourage behavioral change — through the use of lecture discussions, observation, and role-playing — to improve one's quality of life.



### **Course Instructor**

Chris Searles, M.D.