Special Topic Tuesday —
Dealing with Difficult Patients & Families

Date: Tuesday, March 29, 2011
Location: Advocate BroMenn Medical Center, Conference Rooms 1-3
Time: 7:00 AM — 8:00 AM
Faculty: Ann R. Stroink, M.D., FAANS
John S. Esch, M.D., FACS

Needs Statement/Course Description: Difficult patient or family encounters are growing more common in the clinical setting. In fact, some studies estimate that “difficult” or “problem” patients—those who cause the physician and office staff to experience anxiety, distress, anger or frustration—account for 15-30% of all outpatient visits. Studies show that patients involved in difficult encounters are more likely to have unmet expectations, less satisfaction with care, and exhibit higher utilization rates. Strategies to address an impaired physician-patient relationship and improve communication can lead to increased patient satisfaction and better patient outcomes.

Target Audience: This continuing medical education activity is primarily designed for physicians and residents specializing in primary care, internal medicine, emergency medicine, physiatry, neurology, and neurosurgery. This activity will also be of benefit to emergency medical technicians, nurses, physical therapists, chiropractors and other allied health professionals.

Course Objectives
At the conclusion of this activity, the participant should be able to

1. Outline patient and physician characteristics associated with difficult encounters.
2. Employ practical strategies to prevent and manage difficult patient or family encounters.
3. Delineate considerations and procedures involved in dismissing a patient from your practice.
4. Describe ideal physician behavior.
5. Discuss ramifications of impaired physician-patient relationships on patient satisfaction and outcomes.

Addressing Core Competencies: Patient Care, Interpersonal/Communication Skills & Professionalism

Accreditation Statement: The Central Illinois Neuroscience Foundation is accredited by the Illinois State Medical Society to provide continuing medical education for physicians.

Credit Designation: The Central Illinois Neuroscience Foundation designates this live activity for a maximum of 1.0 AMA PRA Category 1 Credit™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

CINF wishes to take those steps to assure that no individual with a disability is excluded, denied services, segregated, or otherwise treated differently than other individuals because of the absence of auxiliary aides or services.

If you need any of the services identified in the Americans with Disabilities Act, please contact Jennifer Troyanovich at CINF, 1015 South Mercer Avenue, Bloomington, IL 61701. Phone (309) 663-1522, Fax: (309) 633-2344, Email: JTroyanovich@cinf.org.