

# OPENING PANDORA'S BOX:

Interviewing, Relationships and Behavioral Health



## 25th Annual National Faculty Development Course

June 8-12, 2007

Michigan State University  
East Lansing, Michigan

### COURSE DESCRIPTION

For nearly 30 years, AACH has focused on the complex topic of medical communication and relationship-centered care. The 25<sup>th</sup> national faculty development course will expand this focus to also address behavioral, psycho-social and emotional issues or problems uncovered in the medical interview.

While continuing to emphasize relationships, personal awareness and learner-directed work, please join the AACH in an exciting new direction:

- 1) For those who select it, there will be a *special track* during the course for daily work in a comprehensive and efficient patient-centered interviewing method.
- 2) Integrated throughout the 3½ day course *for all attendees*, in plenary presentations and workshops, will be a focus on problems that we frequently uncover during relationship-centered interviewing: behavioral management, particularly in chronic illness; e.g., depression, medically unexplained symptoms.

### COURSE OBJECTIVES.

The course presents and combines various **learning activities** that are designed to enhance the knowledge, skills and attitudes needed to practice and teach communication skills. The course uses a **learner-centered learning model**, in which participants will choose individual and collective goals, and develop means of achieving them with the guidance of the course faculty.

**Core learning groups** meet two to four hours daily with one facilitator for each five participants. Each group develops its own learning goals and methods, using patients, video, simulated patients and each other as resources for learning. Each group will take time to explore members' reactions and feelings about caring for patients, relating to learners and working with each other. Research shows that monitoring and modulating these feelings improves medical interview educators' effectiveness and satisfaction. There are four formats for the learning groups to facilitate personal exploration and participants will have the opportunity to choose among them prior to attending the course. Details for ranking your preferences will be mailed when you enroll.

Course faculty will present **workshops** throughout the week. **Workshop** topics may include: Standardized patients; OSCE's; Video in teaching; Giving feedback; Assessment and evaluation; Curriculum design; Core competencies; Difficult interview topics such as sexual concerns and history, alcohol and drug abuse, HIV positive patients, end of life issues, etc; Cross cultural challenges; Family interviews and others.

### LEARNING OBJECTIVES



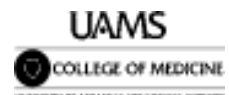
1. Apply a relationship-centered approach to teaching clinical communication
2. Apply a relationship-centered approach to diagnosis and treatment of behavioral and mental health issues in primary care
3. Increase personal and professional awareness of one's impact on others and other's impact on oneself

### Who Should Attend

Physicians and other professionals involved in teaching and advocating for improved communication in healthcare. Participants typically come from all over North America and around the world, working in academia, and in private, large group and government practices. In addition to physicians, past participants have included social workers, advance practice nurses, clinical pharmacists, patient advocates, health educators and social scientists working in healthcare. Many will be involved in teaching communication skills at some level.



Jointly sponsored by  
American Academy on Communication in Healthcare  
and  
University of Arkansas for Medical Sciences College of Medicine



with support from  
Michigan State University College of Human Medicine

## Daily Schedule

### June 8 FRIDAY

5:00 PM Welcome Reception  
 6:00 PM Welcome to the Course  
 6:15 PM Opening Session  
 7:15 PM Dinner  
 9:00 PM Orientation

### June 9 SATURDAY

7:00 AM Breakfast  
 8:00 AM Announcements  
 8:15 AM Plenary  
 9:15 AM Break  
 9:45 AM Workshops  
     A. Basic Interviewing Skills  
     B. Behavioral/Mental Health Issues  
     C. Teaching Clinical Skills  
     D. Selected Topics TBA  
 11:45 PM Lunch  
 12:45 PM Skills/PA  
 3:00 PM Break  
 3:15 PM PA/Skills  
 5:15 PM Break  
 5:30 PM Project Group Planning & Work  
 6:30 PM Free or Project Time

### June 10 SUNDAY

7:00 AM Breakfast  
 8:00 AM Announcements  
 8:15 AM Plenary  
 9:15 AM Break  
 9:45 AM Workshops  
     A. Basic Interviewing Skills  
     B. Behavioral/Mental Health Issues  
     C. Teaching Clinical Skills  
     D. Selected Topics TBA  
 11:45 PM Lunch  
 12:45 PM Skills/PA  
 3:00 PM Break  
 3:15 PM PA/Skills  
 5:15 PM Break  
 5:30 PM Project Group Work  
 6:30 PM Free or Project Time

### June 11 MONDAY

7:00 AM Breakfast  
 8:00 AM Announcements  
 8:15 AM Plenary  
 9:15 AM Break  
 9:45 AM Workshops  
     A. Basic Interviewing Skills  
     B. Behavioral/Mental Health Issues  
     C. Teaching Clinical Skills  
     D. Selected Topics TBA

### June 11 MONDAY - cont'd

11:45 PM Lunch  
 12:45 P Skills/PA  
 3:00 PM Break  
 3:15 PM PA/Skills  
 5:15 PM Break  
 5:30 PM Project group work  
 6:30 PM Free or Project Time

### June 12 TUESDAY

7:00 AM Breakfast  
 8:00 AM PA/Skills  
 9:00 AM Skills/PA  
 10:00 AM Break  
 10:15 AM Project Group Presentations  
 11:45 AM Summary & Evaluation  
 12:00 PM Adjourn

### Organizing Committee

Course Director:  
 Francesca Dwamena  
 Julian Bird  
 Nan Cochran: FIT Co-director  
 Heather Laird Fick  
 Marla Rowe Gorosh  
 David Gullen  
 Krista Hirschmann  
 Robert Smith  
 Maysel Kemp White

### Friday Evening Opening Session

Maysel Kemp White, PhD, AACH VP Education  
*Orientation to Relationship Centered Quality Care*

### Sunday Plenary

Richard Frankel, PhD  
 Paul Haidet, MD, MPH  
 Francesca Dwamena, MD  
*Update in Psychosocial Medicine*

### Saturday Plenary

Robert C. Smith, MD, ScM  
*Behavioral and Mental Health in Primary Care*

### Monday Plenary

William Donohue, PhD  
*Cutting Edge Interdisciplinary Research in Healthcare Communication*

### Pre-Course I

Friday 9 am - 12 noon  
 Francesca Dwamena, MD  
 Julian Bird, MD  
 Marla Rowe Gorosh, MD

Management of Medically Unexplained Symptoms in Primary Care: An Evidence-based Method

Medically unexplained symptoms (MUS) are common in primary care, but can be very difficult to diagnose and manage. We have shown in a randomized controlled trial that primary care clinicians can be trained to effectively treat patients who suffer with moderate to severe MUS. We will use didactics, patient videotape, and role-play to train participants to use an evidence-based relationship-building method to deploy a multi-dimensional treatment plan that integrates targeted pharmacological therapy with simple cognitive behavioral techniques. Participants will also have the opportunity to discuss specific learning issues with expert colleagues.

### Pre-Course II

Friday 9 am - 12 noon  
 Robert Smith, MD  
 Krista Hirschmann, PhD  
 Learning and Teaching

the Basic Patient-Centered Interview

A three-hour pre-course in basic patient-centered interviewing will be conducted for teachers of interviewing courses and for others interested in interviewing, including those new to it. There will be a limited review of the randomized controlled trial (RCT) research supporting the method to be taught as evidence-based, followed by a detailed description of the specific behaviors needed to conduct this model efficiently. The vast majority of time will be devoted to experiential learning of the model – with a parallel focus on how best to teach its five steps and 21 substeps. Relevant hand-outs will be available, and course materials, sample curricula, and selected bibliographic references also will be contained on a CD provided for attendees.

### Accreditation Statement

This activity has been planned and implemented in accordance with the essential Areas and Policies of the Accreditation Council for Continuing Medical Education through the joint sponsorship of The University of Arkansas for Medical Sciences (UAMS) College of Medicine and the American Academy on Communication in Healthcare. The UAMS College of Medicine is accredited by the ACCME to provide continuing education for physicians.

### AMA Designation Statement

The UAMS College of Medicine designates this educational activity for a maximum of 29.5 hours *AMA PRA Category 1 credit(s)*™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

### Disclosure Policy Statement

It is the policy of the University of Arkansas for Medical Sciences (UAMS) College of Medicine to ensure balance, independence, objectivity, and scientific rigor in all sponsored or jointly sponsored educational activities. Any individual who is in a position to control the content of the educational activity including course or activity directors, planning committee members, staff, teachers, or authors of CME, must disclose all relevant financial relationships and the nature thereof that they or any member of their family members have with any commercial interest(s). The ACCME describes relevant financial relationships as those in any amount occurring within the past 12 months that create a conflict of interest. Individuals who refuse to disclose will be disqualified from participation in the development, management, presentation, or evaluation of the CME activity.



# OPENING PANDORA'S BOX: *Interviewing, Relationships and Behavioral Health*

June 8-12, 2007

Michigan State University, East Lansing, Michigan

Name: \_\_\_\_\_ Degree(s) \_\_\_\_\_

Organization: \_\_\_\_\_

Address 1: \_\_\_\_\_

Address 2: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_

Email Required \* \_\_\_\_\_

Telephone \_\_\_\_\_ Nickname for badge: \_\_\_\_\_



\* Primary form of communication before the conference will be by email. If you chose not to supply an email address, you will not receive most of the information that relates to the course.

Payment will be accepted by check (payable to AACH) or credit card

Check Enclosed (US Funds Only) \_\_\_\_\_

MasterCard \_\_\_\_\_ Visa \_\_\_\_\_

Credit Card # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Exp. \_\_\_\_/\_\_\_\_

Name as it appears on Card

\_\_\_\_\_

Signature

\_\_\_\_\_

### Mail or fax registration form to:

Member Services  
American Academy on Communication in Healthcare  
16020 Swingley Ridge Road, Suite 300  
Chesterfield, MO 63017  
Phone: 636-449-5080 Fax: 636-449-5051

	Early Bird	After April 27
AACH Member	\$1,650	\$1,799 _____
Non-Member	\$1,850	\$2,000 _____

Join AACH and receive member pricing (regularly \$195) \$95 \_\_\_\_\_

Pre-Courses	Attending Course	Pre-Course only
	\$99	\$149

Pre-Course I ~ Friday, June 8, 9am - 12 noon \_\_\_\_\_

Pre-Course II ~ Friday, June 8, 9am - 12 noon \_\_\_\_\_

Total \_\_\_\_\_

### Have you previously taken this course?

Yes \_\_\_\_\_ No \_\_\_\_\_

### Do you require vegetarian meals?

Yes \_\_\_\_\_ No \_\_\_\_\_

To register, payment must accompany registration form. No registrations will be processed without payment. AACH 2007 dues must be paid before registration to get the member rate. Space providing, onsite registration will be available by check or credit card only. \$75 fee for cancellations made before May 15. **No refunds after June 1.** Conference fee refunds will be issued after the conference. Conference registration confirmations will be mailed.

## Conference Center

The James B. Henry Center For Executive Development

### Hotel

Candlewood Suites

### Room reservations should be made directly

Phone: 1 517-351-8181

Ask for AACH Conference ROOM BLOCK

**Reserve by Friday, April 27, 2007**

### Room Rates

1-2 person occupancy \$89/night+ tax

Please book your room reservations by Friday, April 27; after this date reservations will only be accepted on a "space and rate available" basis which means the AACH rate may not be honored.

### Candlewood Suites EAST LANSING ,

3545 FOREST ROAD

LANSING, MI 48910

To learn more about this facility, please visit their Web site,

[www.msuhenrycenter.org](http://www.msuhenrycenter.org)

The Candlewood Suites East Lansing Hotel is located on the Michigan State University (MSU) Campus and is attached to the James B. Henry Center for Executive Development, a state of the art conference and convention facility

### Features of the Candlewood Suites include:

- Check-in 3:00 PM Check-out 12:00 PM
- Free Complimentary Parking
- High-speed Internet Access
- On-site fitness center for a fee
- ATM/Cash Machine, Safety Deposit Box at Front Desk
- Business Center ~ Copying, E-mail & Internet, Facsimile, Printer
- Tennis Courts and Swimming Pool available seasonally
- Discount rates at adjacent golf course