

The 55th Meeting of the NH/VT Ethics Committees: *Using the Mediator's Toolbox in Clinical Conflict*



Wednesday, May 8, 2024

Registration: 7:45 – 8:15 am

Conference: 8:15 am – 12:15 pm

Auditoria E and F, Dartmouth Hitchcock Medical Center, Lebanon, NH

OVERVIEW

Given the emotionally charged nature of bedside conflicts, interactions among the parties can sometimes turn hostile or acrimonious, making it impossible to have constructive dialogue. In this workshop, we will learn a subset of mediation skills that focus on conflict diagnosis and conflict de-escalation, focusing on a technique that can be employed to calm conflict and to prevent conflict escalation in the first place. The topics covered include diagnosis of the conflict, perspective-taking, reconceiving the emotion of anger, dealing with one's own conflict-aversion, and constructive responses to a stakeholder's anger or frustration.

LEARNING OBJECTIVE(S)

At the conclusion of this learning activity, participants will be able to:

1. Diagnose the source of conflicts with conflicting parties.
2. Reframe the moral emotion of anger to generate constructive dialogue.
3. Employ a technique for de-escalation of emotionally heated conflicts.

REGISTRATION

The registration fees are:

- The fee is waived for Nursing or Medical students currently enrolled in school who are not currently employed. Please contact Amanda Sanchez for the discount code.
- The fee for Ethics Committee Members is: \$30.00
- The fee for all others is: \$40.00
- For a financial need-based scholarship, please contact Amanda Sanchez at Amanda.E.Sanchez@Hitchcock.org.

Advance registration is required for planning purposes. Please make every effort to register seven (7) business days in advance of the learning activity. We will not accept walk-in or late registrants on the day of the learning activity.

To register, please visit the event website: <https://dh.cloud-cme.com>. For registration questions, please call (603) 653-1234 or email clpd.support@hitchcock.org.

If you need to cancel your registration, please call (603) 653-1234 or email clpd.support@hitchcock.org. Cancellations should be made five (5) business days in advance of the learning activity.

ACCREDITATION

In support of improving patient care, Dartmouth Health is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Dartmouth Health designates this live activity for a maximum of 3.50 AMA PRA Category 1 Credit(s)[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Dartmouth Health designates this live activity for a maximum of 3.50 ANCC contact hours.

All other learners may claim CME-designated participation credit. Consult your professional licensing board regarding the applicability and acceptance of CME-designated participation credit for

programs certified for credit by organizations accredited by Joint Accreditation for Interprofessional Education.

The application for continuing education credits for social work has been submitted; please email Amanda Sanchez to check on the status of this application.

To claim the credit, social workers must attend 80% of the entire learning activity. In addition, they must sign in and out on the sign-in sheet at the registration desk to record their attendance.

SPEAKER

AUTUMN FIESTER, Ph.D. - Director, Penn Program in Clinical Conflict Management; Vice Chair for Education & Associate Professor, Department of Medical Ethics and Health Policy, Perelman School of Medicine, University of Pennsylvania.

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