

RESOURCES FOR RESILIENCE

All CME is offered at no charge to our members

ON-DEMAND VIDEO



Empowering Patients: Tools for Effective Partnership and Behavior Change

Featuring Baruch Roter, MD

“I run out of breath just walking to the bus stop,” says Michelle. “It’s been like that ever since I started on the diabetes pill. I’m fed up with that pill!” She’s been your patient for years, but time never allows for a conversation about her increasing weight or aversion to checking blood-sugar levels. Now you notice that her hypertension is also edging into the danger zone.

This 1-hour video course demonstrates how to engage patients, within the timeframe of a regular office visit, as active participants in their care. You’ll learn motivation techniques by observing them in use during the patient interview, along with ways to reduce your frustration with challenging patients. See how the patient-provider partnership can develop into an essential process to improve outcomes and reduce costs. This activity approved for *AMA PRA Category 1 credit™*.



Baruch Roter, MD is a family physician who teaches patient-centered care as a Clinical Associate Professor at the University of Washington School of Medicine. He worked for 25 years in a community health center and has taught since 2007 to help clinicians live and work with greater ease and happiness.

www.phyins.com/CME

PUBLICATIONS



The following white papers, blog articles, and CME resources are available on our Web site at www.phyins.com/providersupport.

WHITE PAPERS

- Reducing Clinician Burnout
- The Value of Provider Support

TAKING CARE BLOG ARTICLES

- Promoting Patient Safety and Provider Support through Just Culture
- Halting Clinician Burnout to Increase Resiliency
- Taking a One-Minute Timeout to Improve Medical Skill and Help Patients
- When a Physician Is Devastated by the Loss of a Patient
- Let the Healing Begin: Caring for the “Second Victim”

RELATED CME

- **Adverse Event Response Team (AVERT) Program Training** – This 2½-hour training offers a groundbreaking, experiential education to ease the traumatic effects of a poor outcome, enabling clinicians and/or organizations to address the needs of patients, families, caregivers, and facilities.
- **Provider Support: Ensuring Effective Support after Adverse Events** – This on-site program raises awareness around the emotional impact of adverse events on the health-care team. Contact us to schedule.
- **Don’t Leave Me Standing Here Alone: Making the Case for Peer Support** – This self-study program enables providers to recognize the impact of adverse outcomes, to access appropriate support when needed, and to administer emotional first aid to peers.

NEW CME

ON-DEMAND VIDEO

No Perfect Answer: Partnering for a Shared Decision

Designed for physicians of all specialties and affiliated health-care professionals



This 1-hour course incorporates videos contrasting a patient visit using the traditional approach with the same visit using shared decision-making and decision aids. The course includes a dynamic presentation on the principles of shared decision-making by Dr. David Arterburn, a pioneer in research and use of decision aids. This activity approved for *AMA PRA Category 1 credit™*.

ON-DEMAND VIDEO

Causes and Consequences: Malpractice Issues in Radiology

Designed for radiologists and affiliated providers



In this 1-hour webinar, Dr. Jeffrey Robinson will help radiologists better understand the types of errors typically being made. He will also provide tools and technology strategies to help prioritize findings and improve documentation and communication between referring providers. The net effect, ultimately, is to provide better, safer care to patients. This activity approved for *AMA PRA Category 1 credit™*.