



## Yale School of Medicine's, Child Study Center Schwartz Rounds

### **“Return to Sender: On Receiving a Complaint Letter”**

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Chair, Medical Staff Professionalism Committee, Yale-New Haven Hospital

**April 4 @ 1:00**

**Cohen Auditorium, NIHB E02**

**Moderated by Laurie Cardona, PsyD**

Assistant Professor

*There is no corporate support for this activity*

This course will fulfill the licensure requirement set forth by the State of Connecticut

#### **ACCREDITATION**

The Yale School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

#### **TARGET AUDIENCE**

Trainees in child psychiatry, psychology, and social work, faculty, clinicians, scientists

#### **NEEDS ASSESSMENT**

Challenging encounters that are emotionally charged between patients and their providers are common in clinical practice and can lead, if unresolved, to animosity, poor outcomes, fatigue, burnout, litigation, or internecine tensions among colleagues. There are a series of resources available throughout the medical school and hospital campus to try to identify, defuse, and resolve such situations before they snowball. This panel, based on the discussion of a clinical situation, will examine some of those resources in an effort to help others who may find themselves struggling with similar situations.

#### **LEARNING OBJECTIVES**

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

1. Appreciate how emotionally charged patient interactions can be re-enacted or amplified among professional staff members.
2. List resources available in the department, medical school and hospital to deal with patient and staff complaints.
3. Describe the confidential nature of such resources, as well their potential leverage in leading to change and optimal patient-centered care.

#### **DESIGNATION STATEMENT**

The Yale School of Medicine designates this live activity for 1 AMA PRA Category 1 Credit(s)<sup>TM</sup>. Physicians should only claim the credit commensurate with the extent of their participation in the activity.

#### **FACULTY DISCLOSURES**

Heather Parrot; none, Andres Martin; none, Lauren Mallozzi; none, Joni Hansson; none

Laurie Cardona-no conflicts of interest to disclose

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