



Grand Rounds

RSS (Regularly Scheduled Series)

Presented by

Yale School of Medicine

Department of Obstetrics, Gynecology & Reproductive Sciences



Teaching Patient-centered Care in Challenging Patient Interactions in Obstetrics



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January 7, 2021 • 4:00-5:00 pm

Dial-In: 203.432.9666; Meeting ID: 201.194.039; <https://zoom.us/j/201194039>

There is no corporate support for this activity.

Course Director/Host: Lubna Pal, MBBS, FRCOG, MS, FACOG

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:

ObGyn attending physicians, house staff/fellows, medical students, nurses, PA's, community Ob/Gyn's, residents, midwives, nurses and researchers.

NEEDS ASSESSMENT:

Physicians' negative feelings, such as frustration or anger, toward patients can make it challenging to provide compassionate, high-quality care, based on the profession's values of patient-centeredness, patient autonomy and the primacy of patient welfare. [1] Medical students and residents are more likely to feel these emotions toward patients [2,3], and therefore educators must prioritize supporting them to cultivate patient-centered skills.

1. Medical professionalism in the new millennium. 2002. 2. Hinchey, Jackson. A cohort study assessing difficult patient encounters. J Gen Intern Med. 2011. 3. Shapiro, The Stories they tell: How third year medical students portray patients... Med teacher. 2016.

LEARNING OBJECTIVES:

At the end of this presentation, attendees will be able to:

1. Summarize the "difficult patient" literature and reflect on times when they have felt negative emotions toward patients;
2. Describe learners' unique experiences in caring for patients whom they feel negative emotions. These include their identities, motivations and psychological needs; and
3. Use techniques to support learners to reflect on and use strategies in challenging interactions.

DESIGNATION STATEMENT

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

DISCLOSURES:

Course Director: Lubna Pal, MD
Flo Health, Consultant

Speaker: Jody Steinauer, MD, PhD
None

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