Professionalism Program at Penn Medicine

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Program Agenda
Day One AM

8:00  Registration, Continental Breakfast Available

8:30  Introduction / Welcome, Planning and Organization, Questionnaires

9:15  Group Exercise, Complexities in the ever changing world of the Physician. Group
discussion about confidentiality, and group process. Participants will discuss why they were referred and
establish goals for the course.

9:45  Break

10:00 Purpose and Benefit of Workshop

10:30 Definition and Characteristics of a Disruptive Physician? Lecture and Group Discussion

11:30 What Constitutes Disruptive Behavior? Common Disruptive Behaviors – Group
Discussion: The Seven Deadly Sins of Unprofessional Behavior

12:00 Lunch on site

Day One PM

1:00 Neurophysiology of Behavior - Lecture
(underlying neurophysiology of brain-behavior relationship(s) regarding disruptive physician behavior)
a) models of anger
b) brain mechanisms of anger/aggression
c) brain mechanisms of positive emotions/rewards
1:45 Break
2:00 Anger Management: Prevention, Containment and Resolution
3:00 Cognitive Interventions for Changing Behavior
4:00 Evaluation and Homework Assignment, Questionnaires

**Day Two AM**

8:00 Continental Breakfast Available

8:30 Group Exercise - Understanding Your Anger
   Choices - Substitution Principle: Exchange Old Behaviors for New Behaviors

9:15 How I Anger Others – Lecture and Group Discussion

9:45 Identifying Triggers & Maintaining Behavior Change - Lecture and Group Discussion

10:15 Break

10:30 Grounding Skills

11:15 Role Play

12:00 Lunch

**Day Two PM**

1:00 Communication Techniques

2:00 Interpersonal Group:
   Goal: review and integrate what was learned during the workshop, i.e., identify and synthesize effective behavioral strategies pertaining to non-disruptive physician behavior.

   Help the “disruptive physician” to:
      Admit vulnerability
      Accept accountability
      Connect with underlying emotions
      Balance positive with critical feedback (i.e., to other staff members/patients)
      Become aware of patterns.

3:00 Commitment to Change - Exercise in which the participants review three behaviors they wish to change as a result of the course.

4:00 Course Evaluation, Questionnaires and Close