

ENHANCING CAREGIVER RESILIENCE:

MANAGING PHYSICIAN FATIGUE AND BURNOUT

THURSDAY MAY 1, 2014

SHERATON DENVER TECH CENTER HOTEL

GREENWOOD VILLAGE, CO

COLORADO HOSPITAL ASSOCIATION

Program Summary

Before we care about quality, we must care about our work, and before we care about our work, we must learn to take better care of ourselves. The growing consensus in recent patient safety literature reveals health care provider burnout levels are reaching a breaking point. Against the backdrop of health care reform, economic uncertainty and an increasing demand for quality care improvement, our resilience is even further compromised and will continue to be challenged.

This one-day course was developed by faculty at Duke's Patient Safety Center and is specifically designed for physicians. The course covers five modules: prevalence and severity of burnout; fatigue management; mindfulness techniques; dealing with difficult colleagues; and coping with change. Enlightening, refreshing, entertaining and interactive are the most common descriptors of this course.

Credits

This course has been awarded 2 COPIC points.

Objectives

Upon conclusion of this program, participants should be able to:

1. Identify and explain how increased stress, at the societal and workplace levels, impacts quality of care and self-care in general.
2. Measure health care norms that enhance versus hinder work-life balance.
3. Recognize, anticipate and respond to human limitations associated with sleep deprivation.
4. Demonstrate techniques of mindful learning as it relates to caregiver communication, burnout and job satisfaction.
5. Describe evidence and links between our social networks, our immune systems and performance.
6. Recognize the stages of recovery after exposure to a traumatic event that cause emotional upheaval.
7. Facilitate resilience building skills through the use of positive psychology interventions that enhance resilience through the cultivation of our strengths.
8. Integrate the concepts of fatigue, social support and familiarity with colleagues as factors which protect against or aggravate the experience of a stress response in individuals.

Faculty

J. Bryan Sexton, PhD, an associate professor of Psychiatry at Duke University School of Medicine and director of Duke Patient Safety Center. Dr. Sexton has captured the wisdom of frontline caregivers through rigorous assessments of safety culture and teamwork. His research instruments have been used in over 2,500 hospitals in 20 countries. Dr. Sexton has studied teamwork and safety practices in high-risk environments such as the commercial aviation cockpit, operating room, and intensive care unit, under funding from NASA, the Agency for Healthcare Research and Quality, Robert Wood Johnson Foundation, Swiss National Science Foundation, and the Gottlieb Daimler and Karl Benz Foundation. Dr. Sexton specializes in organizational assessment, teamwork, survey development and quantitative methods. He spends his time teaching, mentoring, conducting research and finding practical solutions for creating environments which enable caregivers to provide quality care and achieve best outcomes.

ENHANCING CAREGIVER RESILIENCE: MANAGING PHYSICIAN FATIGUE AND BURNOUT

Thursday, May 1, 2014
8 a.m. to 5 p.m.

Sheraton Denver Tech Center Hotel
Greenwood Village, CO

7 to 8 a.m.

Registration
Breakfast and Networking

8 to 10 a.m.

Resilience/Burnout Prevalence and Severity

10 to 11 a.m.

Fatigue Management and Practicing Safe Stress

11 to 11:15 a.m.

Break

11:15 a.m. to 12:15 p.m.

Mindfulness and Mindfully Learning from Defects

12:15 to 1 p.m.

Lunch and Networking

1 to 2 p.m.

Dealing with Difficult Colleagues

2 to 3 p.m.

Signature Strengths Assessment and Collection

3 to 3:15 p.m.

Break

3:15 to 4:15 p.m.

Coping with Change

4:15 to 5 p.m.

Toolkit, End of Course Review, Evaluation
Closing Remarks

Disclosure Statement

The content of this activity does not relate to any product of a commercial interest as defined by the Accreditation Council for Continuing Medical Education, therefore, neither the planners nor the faculty have any relevant relationships to disclose.

Audience

This program is intended for physicians and physician leaders.

Program Attire

Please wear casual, comfortable clothing.

Special Needs

We are happy to accommodate any special needs that you may have. Please be sure your need is communicated to [Barbara Cellio](#) at 720.330.6054, well in advance of the program.



Registration Deadline

Deadline for registration is Wednesday, Apr. 16, 2014. We may not be able to honor your registration if it is received after the registration deadline. If you have not received your confirmation prior to the program, please contact [Barbara Cellio](#), CHA administrative assistant, at 720.330.6054 to confirm your registration. Space is limited.

Registration and Program Fees

Fee for registration received by CHA prior to or on Apr. 16, 2014:	\$225
Fee for registration received by CHA after Apr. 16, 2014:	\$275

Cancellations and Substitutions

Registrants unable to attend the conference may designate an alternate. Please notify Barbara Cellio, at 720.330.6054, no less than 10 business days prior to the program. If a registrant cancels, the registration fee, less a 20 percent service charge, is refundable only if CHA is notified of the cancellation in writing by Apr. 16. Cancellation can be submitted via email to [Barbara Cellio](#). **No refunds of the registration fee will be permitted for no-shows or cancellations after Apr. 16.** Refunds will be processed after the end of the program. Please allow four to six weeks for a refund. CHA reserves the right to cancel or reschedule programs if necessary. If this program is cancelled in its entirety, full registration refunds will be issued. CHA is not responsible for non-refundable travel expenses.

How to Register

1. Register online at www.cha.com. Online registrations are accepted with MasterCard, Visa, or American Express. Please note: after the registration deadline, online registration will not be available. After logging on, click on "Program/Webinars" on the website home page, then the program's link. Contact Peggy McCreary, CHA meeting and events planner, at peggy.mccreary@cha.com or 720.330.6034, if you have any online registration questions.
2. Register via attached registration form. Fill out the attached registration form and send it with payment to the Colorado Hospital Association, 7335 East Orchard Road, Greenwood Village, CO 80111-2512, Attn: Barbara Cellio. Please make all checks payable to the Colorado Center for the Advancement of Patient Safety.

Lodging

A limited number of rooms have been reserved for the evening of Wednesday, Apr. 30 at the block rate of \$139 per night plus applicable taxes. Please mention CHA when making your reservation. **The reservation deadline for the block rate is Apr. 4.** Reservations requested after Apr. 4 will be taken on a space and rate availability. To make a reservation, [click here](#). Each conference participant is responsible for arranging his/her own hotel accommodations.

Parking

Complimentary parking is available at the Sheraton Denver Tech Center Hotel.

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Sheraton Denver Tech Center Hotel 7007 South Clinton Street Greenwood Village, CO 80112

Direct: 303.799.6200
Reservations: 888.627.7813
www.sheratondenvertech.com

The Sheraton Denver Tech Center Hotel boasts many great features to help you relax and enjoy your stay. Retreat to one of our 262 re-imagined Denver accommodations. Savor a great meal at our Denver restaurant - Redfire, unwind in our heated pool, or get in a great workout in our fitness center. Leave your laptop at home and stay connected to the office with our Link@Sheraton business center and wireless internet. Take the stress out of traveling and focus on feeling at home away from home. An ideal choice for business or pleasure, our updated rooms boast spectacular views of downtown Denver, Pikes Peak and the Rocky Mountains.

Hotel Features and Amenities

- Complimentary transportation within a five-mile radius
- Complimentary WiFi
- 37" LCD flat screen televisions
- The Sheraton Sweet Sleeper™
- Shine for Sheraton™ bath products
- Starbucks® 1-cup service
- 24-hour business center with computer access, printing, fax, and copier
- 24-hour front desk and 24-hour gift shop
- Heated pool (seasonal)

ENHANCING CAREGIVER RESILIENCE: MANAGING PHYSICIAN FATIGUE AND BURNOUT

Thursday, May 1
8:00 a.m. to 5:00 p.m.

Sheraton Denver Tech Center Hotel
Greenwood Village, CO

HOSPITAL/ORGANIZATION: _____
ADDRESS: _____
CITY, STATE, ZIP: _____
TELEPHONE: _____ **FAX:** _____
EMAIL: _____

(Confirmation will be emailed to the address listed above)

FULL NAME: (Please Print) _____ **TITLE:** _____ **REGISTRATION FEE:** _____

EMAIL ADDRESS: _____ **TELEPHONE:** _____

FULL NAME: _____ **TITLE:** _____ **REGISTRATION FEE:** _____

EMAIL ADDRESS: _____ **TELEPHONE:** _____

FULL NAME: _____ **TITLE:** _____ **REGISTRATION FEE:** _____

EMAIL ADDRESS: _____ **TELEPHONE:** _____

TOTAL AMOUNT DUE PAYABLE TO CHA: \$ _____

Will you be paying by check or credit card? Check Credit Card

Credit Card Information: Visa MasterCard American Express

Card Number: _____

Expiration Date: _____

Cardholder's Name: _____

Registration deadline is Apr. 16. If not registering online, please forward this form and payment to the Colorado Hospital Association, 7335 East Orchard Road, Greenwood Village, CO 80111-2512, Attn: Barbara Cellio. Please make all checks payable to the Colorado Center for the Advancement of Patient Safety.