IAEAPE CONFERENCE

October 15-17, 2012

Workshops

Physicians Heal Thyselves: Scandals, Suicides and Substance Abuse (10/15/12)
Presented by: Margaret Bishop-Baier, M.D., Scott Embley, LCSW, CEAP, Lauren Garnier, LCSW, MSW, LSU Health Sciences Center

An impaired physician is one who is unable to provide safe, effective care for patients due to his/her own illnesses or life circumstances. It is estimated that 10-15% of the physician population has an alcohol/drug problem at any given time. Additionally, physicians may be impaired due to mental illness. In this presentation we will review the data from the AMA's FSPHP's (The Federation of State Physician Health Programs) that are specialty specific. We will also discuss the data available on physicians in training as impaired residents pose specific risks and opportunities for intervention.

Objectives:

1. Participants will understand the definition of the impaired physician.
2. Participants will learn the ethical and legal responsibilities towards impaired physicians.
3. Participants will understand the importance to intervene on physicians, colleagues and other health care providers for evaluation and treatment.

Emotional Intelligence and Diversity: An Organizational Intervention to Change University Culture (10/15/12)
Presented by: Jorge Cherbosque, Ph.D., Co-Director, Staff and Faculty Counseling Center, UCLA and Partner, Emotional Intelligence and Diversity Institute and Lee Gardenswartz, Ph.D., Partner, Emotional Intelligence and Diversity Institute and Partner, Gardenswartz & Rowe

Employee assistance professionals are key leaders who help build emotional intelligence and work to create compelling and inclusive work environments and relationships by helping people:

•Communicate and resolve conflicts in a respectful way
•Develop resilience and navigate change
•Come to work with enthusiasm and motivation

Emotional Intelligence is widely regarded as a critical interpersonal skill that contributes to individual effectiveness. However, it can also be developed in team and organizational cultures to improve teamwork and service in diverse environments. This session presents examples of organizational interventions based on a new model of Emotional Intelligence and Diversity conducted at UCLA and UCSF Medical Center. In a time of financial pressure, diversity challenges and staff reductions, this training and coaching program rejuvenated leaders and gave them skills and tools to build respectful, inclusive and collaborative environments that generated staff commitment and patient satisfaction while reducing some of the predictable frustrations and conflicts that exist in the workplace. This workshop will provide a framework and the tools to build the EID skills in your organization.

Objectives:

1. Learn about organizational interventions focusing on leadership training and coaching processes based on Emotional Intelligence and Diversity
2. Gain a model for developing Emotional Intelligence and Diversity in client groups and organizations
3. Experience sample activities for developing inclusive work environments that leverage diversity

Substance Use Disorders: An Update on Newer Developments (10/16/12)
Presented by: George Kolodner, M.D., Medical Director, Kolmac Clinic

This presentation will describe recent developments in the field of substance use disorders that are of relevance to clinicians. The areas covered will include neurobiology, patterns of use, and clinical interventions both psychosocial and pharmacological. The format will be informal and questions will be encouraged.

Objectives:

1. Become up to date with the current conceptualizations of substance used disorders
2. Become acquainted with the current controversies in the field and the arguments on each side
3. Be familiar with mainstream treatment approaches and current thinking about medications

Understanding and Treating Compulsive Hoarding (10/16/12)
Presented by: Bonnie Jean Teitleman, LICSW, Director, Faculty Staff Assistance Office, Boston University

Compulsive hoarding is a common problem that is not well understood by many clinicians. It often takes years to build up and may interfere with using work or living spaces for their intended uses. Hoarding also damages personal and professional relationships and functioning.

 This session will:

- Define compulsive hoarding
- Describe the cognitive and emotional process of acquisition, saving and accumulation of unnecessary belongings
- Explore the epidemiology and co-morbidities of people who hoard
- Identify a specific CBT treatment approach to reduce hoarding behaviors
- Present some cases of compulsive hoarding at work and at home

Objectives:

1. Lead to a better understanding of the basic components of compulsive hoarding behaviors
2. Identify strategies to overcome or reduce hoarding behaviors and accumulation of "stuff"
3. Offer participants an opportunity to discuss their cases

Promoting Evidence-Based Needs Assessments to Enhance Your EAP (10/16/12)
Presented by: Robin Huskey, LCSW, CEAP, Manager of Education Outreach and Paula G. Gomes, PsyD, FASP Director, Emory University and Emory Healthcare

Responding to the realities of change in the workplace starts with understanding what resources and support our clients need to successfully navigate the worklife challenges that they face. In 2011, Emory University/Emory Healthcare's EAP, the Faculty Staff Assistance Program (FSAP), conducted a comprehensive needs assessment to accurately identify the health and wellness needs of its 23,000+ employees. The survey results helped guide FSAP's prioritization of services and the design/delivery of future EAP programming. In this session we will explore how EAP's can use evidence-based data to shape client-centered services and increase value proposition. Some results may surprise you - what "got us here" won't necessarily "get us there!"

Objectives:

1. Convey the value of evidence-based EAP programming
2. Describe three key factors in designing and implementing a formative needs assessment
3. Identify strategies for implementing evidence-based approaches to enhance service delivery

Corporate Incident Manaqgement and Response: It's more than just an intervention (10/16/12)
Presented by: Tonya Teal Slawinski, Ph.D., President, Supportive Solutions, Inc.

The paradigm shift away from the Mitchell Model (CISD/CISM) has left Employee Assistance Programs and responders in a bit of a quandary about what to do and when to do it. Although resiliency has been defined as the desired outcome, most discussions about new models do little more than attempt to re-invent something new by re-naming old practices. The goal of this workshop is to take the discussion to a different level; to critically evaluate not only the intervention, but the incidents that drive our services and the setting where services are provided.

Objectives:

1. Participants will be able to identify 3 reasons for the paradigm shift
2. Participants will be able to identify 2-3 factors that will determine the selection of service, responder and intervention
3. Participants will be able to critically evaluate their own current practices and consider 2-3 areas where there is potential for change

Ethics, Values and Pragmatics – Finding Our Way as the 21st Century Unfolds (10/17/12)
Presented by: Kathryn Kominars, Ph.D., Director, Office of Employee Assistance, Florida International University

As professionals we are often faced with knowing what is right and less right (based upon our ethical principles), but challenged with how to implement the most ethical course of action. This workshop will explore the interplay of ethics, values and pragmatics in practitioners' day to day "reality." This workshop will start from the foundation of aspirational ethical principles and add consideration of potentially effective operational strategies aimed at uncovering types of action that may be effective to prevent ethical transgressions because of others' competing

perspectives and differing agendas -- practical, economic, political, personal – clouding the playing field.

Dr. Mary Gentile, author of <u>Giving Voice to Values: How to Speak Your Mind When You Know What's Right</u>, a book that highlights the costs when we don't speak up about our values at work to prevent ethical transgressions, suggests that ethics training that doesn't include developing real-world strategies for getting the ethical course of action selected for implementation in an organization, will miss the mark. The intent of this workshop is to hit that mark through an interactive, scenario-based format. This will allow participants to engage in dialogue, evaluate options and propose pragmatic strategies for getting the ethical-based action/program/policy selected in the face of competing options. Real-life scenarios will be used to uncover and illuminate the complex interplay of values, principles, ethics, and pragmatic concerns.
One scenario will involve whether or not to use or delay implementation of an emerging technology in clinical practice.

Objectives:

1. To apply the aspirational principles of ethical decision making to real life scenarios
2. To evaluate the options for action from legal, ethical, and clinical perspectives and identify potential obstacles/resources to the selected course of action
3. To evaluate emerging technologies in light of existing laws and ethical principles/guidelines in order make informed decisions about what innovations to incorporate into practice

Retirement: Repurposing Your Life (10/17/12)
Presented by: Floyd E. Sylvester, LMHP, CEAP, University of Nebraska

A program for helping our senior EAP clients develop a plan for retirement that will assist them in letting go of their anxieties, hit the ground running in their new lives after recognizing the changes and impacts upon themselves, their families and relationships.

Objectives:

1. Develop a vision that will include meaning and purpose
2. Encourage them in developing a plan for physical fitness
3. Includes activities that are intellectually stimulating
4. Establish a clear understanding of the benefits of maintaining relationships and continuing to develop others