



Center for Health Ethics
University of Missouri
School of Medicine

4th Annual MU Health Ethics Conference

The Difficult Patient

October 9-11, 2008

The Reynolds Alumni Center
and the Holiday Inn Executive Center
Columbia, Missouri

Purpose:

This conference will examine difficult clinical circumstances in which health care providers are required to respond to patients who have special needs and who make demands. Learning sessions will provide suggestions and guidelines as to how the healthcare community can better understand and communicate with difficult patients and their families.

Objectives:

At the completion of this educational activity participants will:

- Be better prepared to deal with disruptive patients.
- Learn that patient centered care is necessary in demanding clinical situations.
- Recognize that respect and effective communication ground patient centered care.
- Respond effectively when confronting unique ethical concerns in the care of difficult patients.

Sponsored by:

MU Center for Health Ethics
MU Healthcare
MU School of Medicine
MU Sinclair School of Nursing
MU School of Health Professions

Program

Thursday, October 9, 2008

Reynolds Alumni Center • 7:00 - 9:00pm

- 7:00 **Annual Pellegrino Lecture: The Current State of Professional Ethics - Edmund D. Pellegrino, MD,** *Adjunct Professor of Medicine and Ethics, MU Center for Health Ethics; Professor Emeritus of Medicine and Medical Ethics at the Center for Clinical Bioethics, Georgetown University, Washington, DC., Chairman of the President's Council on Bioethics*
- 8:00 **A complimentary light dessert reception will follow.** Please place a check mark on the registration form if you plan to attend.

Friday, October 10, 2008

Holiday Inn Executive Center • 7:00am - 6:30pm

- 7:00 **Registration and Continental Breakfast**
- 8:00 **Welcome - David Fleming, MD, MA,** *Professor and Director MU Center for Health Ethics, University of Missouri School of Medicine*
- 8:15 **Plenary I: Restoring Beneficence and Obligations of Non Abandonment - David Fleming, MD, Moderator Edmund Pellegrino, MD,** *Adjunct Professor of Medicine and Ethics, MU Center for Health Ethics; Professor Emeritus of Medicine and Medical Ethics at the Center for Clinical Bioethics, Georgetown University, Washington, DC., Chairman of the President's Council on Bioethics*
- Educational Objectives:**
- Rediscover non-abandonment as an obligation inherent in the nature of the physician-patient relationship.
 - Recognize that non-abandonment obligates actions for the well being of the patient as perceived by the patient.
- 9:30 **Break**
- 9:45 **BREAKOUT SESSION I**
(Please indicate on registration form which session you will mainly attend.)
1. **Patients Who Demand Futile Treatment**
David Fleming, MD
- Educational Objectives:**
- To better define futility as a proportional determination of patient values and medical effectiveness.
 - To recognize futility as a dynamic process that requires ongoing and effective communication as well as trust.
 - To develop a working knowledge of futility through application to cases.



2. Patients Who Leave “AMA”

Panelists: *Sarah Breier, PhD, RN, Associate Director, MU Center for Health Ethics; Assistant Professor of Clinical Nursing, MU Sinclair School of Nursing; Myra McCoig, Risk Management Coordinator, University of Missouri; Don F. Reynolds, JD, Assistant Adjunct Professor, Health Management and Informatics, Center for Health Ethics, MU School of Medicine; John Yanos, MD, Chairman and Associate Professor of Emergency Medicine, MU School of Medicine*

Educational Objectives:

- To discuss the issues raised by a patient’s desire to leave AMA from the perspectives of law, ethics and risk management.

2:30

Break

2:45

BREAKOUT SESSION III

(Please indicate on registration form which session you will mainly attend.)

5. The Non-Compliant Patient - Lea C. Brandt, OTD, OTR/L, Adjunct Professor, MU Center for Health Ethics, Adjunct Faculty MU Department of Occupational Therapy and Occupational Science, Manager, Occupational and Speech Therapy, Boone Hospital Center, Columbia, Missouri

Educational Objectives:

- Identify obligations and the limits of provider obligation when working with difficult or non-compliant patients.

6. Patients Who Refuse Potentially Life and Limb Saving Medical/Surgical Treatment - James Slaughter, MD, Associate Professor of Neurology, Psychiatry, and Family Medicine, MU School of Medicine

Educational Objectives:

- Understand the underlying causes of patients refusing potential life and limb saving medical treatment.
- Approaches to the care of patients refusing medical interventions.

3:45

Moving to Concurrent Sessions

4:00

BREAKOUT SESSION IV

(Please indicate on registration form which session you will mainly attend.)

7. When Patients Refuse Nutrition - Sarah Breier, PhD, RN, Associate Director, MU Center for Health Ethics; Assistant Professor of Clinical Nursing, MU Sinclair School of Nursing

Educational Objectives:

- Distinguish clinical nutrition from ordinary eating and drinking
- Explain the consequences of withdrawal of clinical nutrition
- Explore the socio-cultural dimensions of the provision and withdrawal of clinical nutrition
- Differentiate between refusing clinical nutrition and hunger striking

8. When Patients Disrupt and Threaten

Phillip Peters, Jr, Ruth L Huslton Professor of Law, MU School of Law

Educational Objectives:

- Attendees will learn the legal issues raised when patients disrupt and threaten their physicians and the rules that govern the resolution of those issues

5:00

Adjourn

10:45 **Break**

11:00 BREAKOUT SESSION II

(Please indicate on registration form which session you will mainly attend.)

3. The Difficult Death - Clay Anderson, MD, Associate Professor, MU School of Medicine; Director of Clinical Services, Charles and Veta G. Claiborn Faculty Scholar in Cancer Research, Ellis Fischel Cancer Center, Columbia, Missouri; Mary Cunningham, MS, APRN, AOCN-CNS, CHPN, Missouri Palliative Care Program, MU Health Care, Ellis Fischel Cancer Center, Columbia, Missouri

Educational Objectives:

- To describe medical, social, emotional, and spiritual aspects of the dying process which can make the death more difficult for the patient, family, and health care team.
- To review the strategies and resources available to help the health care team manage the challenging aspects of a difficult death.
- To use cases to highlight the key elements of partial successes in managing certain aspects of the most difficult deaths encountered on our palliative care service

4. The Barriers of Health Literacy - Karen Edison, MD, Co-Director, Center for Health Policy, University of Missouri

Educational Objectives:

- Understand the impact of low health literacy on patients.
- Be able to identify patients are at risk for low health literacy.
- Know how to engage existing resources designed to improve health communication.

Noon **Lunch**

1:15 Plenary II: Regaining Patient Trust

Clay Anderson, MD, Moderator

John D. Lantos, MD, Professor of Pediatrics; Associate Director, MacLean Center for Clinical Medical Ethics, University of Chicago; John B. Francis Chair in Bioethics, Center for Practical Bioethics, Kansas City

Educational Objectives:

- Address the erosion of patient trust that inevitably



Reception and Book Signing
(Immediately following the conference.)
5:05-6:30pm

Saturday, October 11, 2008
7:30am - Noon

7:30 Registration and Continental Breakfast

8:00 Announcements and Introduction
Sarah Breier, PhD, RN

8:15 Plenary III: Respecting Choices
Sarah Breier, PhD, RN, Moderator
Bernard "Bud" Hammes, PhD, Director of Medical Humanities, Gundersen Lutheran Health Systems, Onalaska, Wisconsin

Educational Objectives:

- Be able to list five difference between the standard approach to advance directive vs. an advance care planning system.
- Be able to list 4 elements of a successful approach to advance care planning.
- Be able to list 2-3 ways that successful advance care planning systems improve end-of-life care.

9:30 Break

10:00 Breakout Session V
(Please indicate on registration form which session you will mainly attend.)

9. Maternal-Fetal Conflict – *James Kerns, MD, Assistant Professor, Ob, Gyn & Women's Health, MU School of Medicine*

Educational Objectives:

- To address the moral conflict that arises when choices made by a mother are potentially harmful to the interests and welfare of her unborn child.
- To develop strategies that will allow the health care team and families to ethically analyze and address such moral conflicts when they arises.
- Identify the common clinical scenarios of maternal-fetal conflict.

10. Ethics Workup I – *David Fleming, MD*

Educational Objectives:

- To develop skills in identifying the ethical components of difficult cases;
- To gain a greater understanding of ethical decision making in the health care setting.

11:00 BREAKOUT SESSION VI
(Please indicate on registration form which session you will mainly attend.)

11. Ethical Issues in Long Term Care - *Don Reynolds, JD*

Educational Objectives:

- Inform participants regarding ethical issues encountered by long-term care residents, their families and surrogates, long-term care providers, and long-term care providing organizations.

12. Ethics Workup II - *William Bondeson, PhD, Curator's Distinguished Teaching Professor, Professor of Philosophy & Family & Community Medicine, MU School of Medicine*

Educational Objectives:

- To develop a working knowledge of the steps necessary to effectively address ethical dilemmas in the health care setting.
- To recognize the importance of accurately identifying who decides, the ethical reasons or criteria for making decisions, and mechanisms to resolve conflict.
- To comprehend that clinical decisions often require accommodating personal beliefs and that ethical deliberation can assist in finding that balance.

Noon Adjourn



Conference Chair

David A. Fleming, MD, Professor and Director, MU Center for Health Ethics, University of Missouri-Columbia

Planning Committee

Clay Anderson, MD, Associate Professor, MU School of Medicine; Director of Clinical Services, Charles and Veta G. Claiborn Faculty Scholar in Cancer Research, Ellis Fischel Cancer Center, Columbia, Missouri

William B. Bondeson, PhD, Curator's Distinguished Teaching Professor, Professor of Philosophy & Family & Community Medicine, MU School of Medicine

Lea C. Brandt, OTD, OTR/L, Manager, OT /Speech; Chair, Ethics Forum, Boone Hospital Center, Columbia, Missouri

Sarah Breier, PhD, RN, Associate Director, MU Center for Health Ethics; Assistant Professor, Clinical Nursing, MU Sinclair School of Nursing

Allison Farris, Center Administrator, MU Center for Health Ethics

Shirley Farrah, PhD, RN-BC, Assistant Dean, Nursing Outreach and Distance Education, MU Sinclair School of Nursing

Joan Luteran, MSW, LCSW, University Health Care Hospital Center, Columbia, Missouri

Elaine Rogers, Sr. Continuing Education Coordinator, CME Office, MU School of Medicine

Shawna Strickland, MEd, RRT-NPS, AE-C, Clinical Assistant Professor, MU School of Health Professions



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Important Information

Accreditation/Contact Hours

The Office of Continuing Education, School of Medicine, University of Missouri-Columbia is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

The Office of Continuing Education, School of Medicine, University of Missouri-Columbia designates this educational activity for a maximum of 9.75 AMA PRA Category 1 Credit(s)[™]. Physicians should only claim credit commensurate with the extent of their participation in the activity.

University of Missouri-Columbia Sinclair School of Nursing is an approved provider of continuing nursing education by the Missouri Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Up to 9.75 Contact Hours will be awarded to all individuals who attend the offering and complete an evaluation form. Provider Number 710-IV

The University of Missouri-Columbia School of Social Work, College of Human Environmental Sciences, has approved this program for 10.75 contact hours (or 1.20 Continuing Education Unit) for social workers. There is an additional \$10.00 cost for credit which must be submitted with the registration form.

The Missouri Board of Respiratory Care has approved this program for 9 hours of credit.

The MU School of Health Professions approves this activity for 12.9 contact hours. A certificate of completion will be provided and each health care professional will be responsible for presenting this certificate to their respective board for continuing education credit.

Location

The lecture on Thursday, October 9, 2008 will be held at the Reynolds Alumni Center on the University of Missouri-Columbia campus.

The conference on Friday, October 10 and Saturday, October 11, 2008 will be held at the Holiday Inn Executive Center, 2200 I-70 Drive Southwest (Hwy. 70 and Stadium Exit), Columbia, Missouri 65201

Lodging

If you need guest rooms at the Holiday Inn Executive Center, please call 573-445-8531 to check on availability. Make sure to ask for the group rate for the "Ethics Conference, University of Missouri".

Registration Information

To register, please complete and return the registration form with payment to the address listed at the bottom of the form. You may also register by FAXing your application to 573-882-5666 or registering on the web: www.muhealth.org/~cme. Fees may be paid by cash, check, Discover, MasterCard, or VISA. The check should be made payable to the University of Missouri-Columbia. To pay by credit card, please fill out the appropriate section of the registration form and sign where indicated.

Registration Fees

\$150	Special Early Registration Fees – if received on or before September 12, 2008.
\$165	Regular Registration Fees – if received after September 12, 2008, but on or before October 6.
\$180	Late Registration Fees – if received after October 6, 2008.
\$75	Special rate for students, residents, and fellows (This registration cannot be done online, a registration form must be filled out and faxed to Kara Carr at 882-5666)

All conference materials and catered functions are included.

Student Scholarships:

Financial assistance will be available to a limited number of students, for more information, contact Allison Farris at 882-2738 or farrisa@health.missouri.edu

Substitution Policy

If you register but cannot attend, you may substitute another individual from your organization. A substitution must be made in writing and submitted to the CME office.

Cancellation/Refunds

A full refund will be made if notice of cancellation is received, in writing, by Friday, September 26. A \$50 administrative fee will be assessed for all notices received after September 26. Please mail or FAX to the address listed on the registration form, or email: carrk@health.missouri.edu

Questions?

Call the CME Office at 573-882-5661 or e-mail carrk@health.missouri.edu



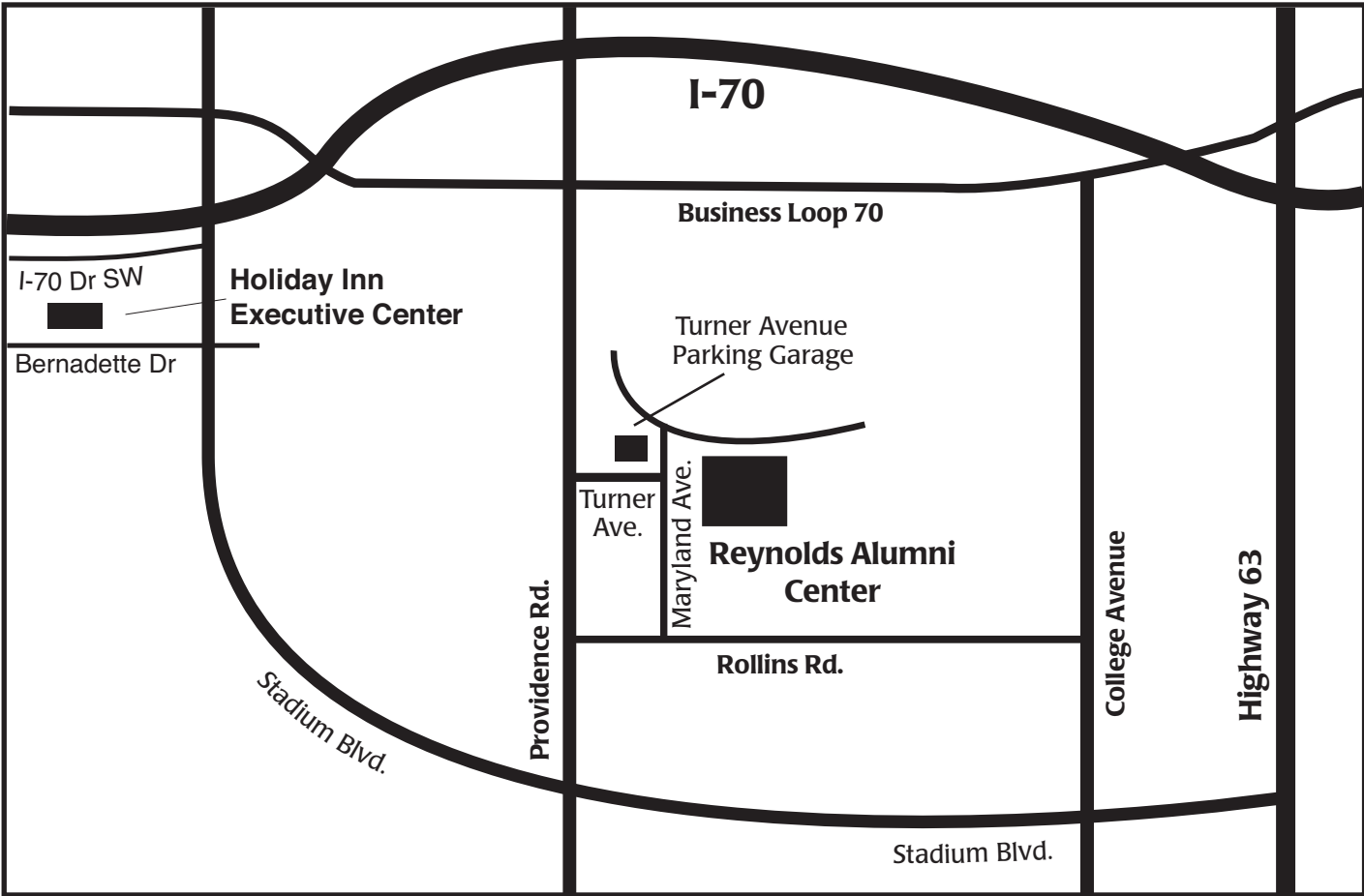
**In support of this conference,
we gratefully acknowledge support
from the following groups:**

MU School of Medicine

MU Sinclair School of Nursing

MU School of Health Professions

MU Healthcare



M Equal opportunity is and shall be provided to all participants in Extension programs and activities, and for all employees and applicants for employment on the basis of their demonstrated ability and competence without discrimination on the basis of their race, color, religion, sex, sexual orientation, national origin, age, disability or status as a Vietnam-era veteran. This policy shall not be interpreted in such a manner as to violate the legal rights of religious organizations or military organizations associated with the armed forces of the United States of America.



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Registration Form**

COURSE FEES:

Please check one:

- \$150 Special Early Registration Fees** if received on or before September 12, 2008.
- \$165 Regular Registration Fees** if received after September 12, 2008, but on or before October 6.
- \$180 Late Registration Fees** - if received after October 6, 2008.
- \$75 Special rate for students, residents and fellows**

Social Worker Credit: \$10 additional fee

All conference materials and catered functions are included.

I will attend the Thursday evening lecture/reception

Breakout Sessions – October 10

I – 9:45 - 10:45am

(Check the session you will mainly attend)

- 1. Patients Who Demand Futile Treatment
- 2. Patients Who Leave "AMA"

II – 11:00am - Noon

(Check the session you will mainly attend)

- 3. The Difficult Death
- 4. The Barriers of Health Literacy

III – 2:45 - 3:45pm

(Check the session you will mainly attend)

- 5. The Non Compliant Patient
- 6. Patients Who Refuse Potentially Life and Limb Saving Medical/Surgical Treatment

IV – 4:00 - 5:00pm

(Check the session you will mainly attend)

- 7. When Patients Refuse Nutrition
- 8. When Patients Disrupt and Threaten

Breakout Sessions – October 11

V – 10:00 - 11:00

(Check the session you will mainly attend)

- 9. Maternal-Fetal Conflict
- 10. Ethics Workup I

VI – 11:00 - Noon

(Check the session you will mainly attend)

- 11. Ethical Issues in Long Term Care
- 12. Ethics Workup II

Name _____
First Middle Last

Degree _____

Customer ID Number _____
(Appears on first line of mailing label after your name. If none, leave blank)

I DO NOT want my name on the conference roster

I will need Health Professional CEU's

Office Name _____

Office Address _____

City _____ State _____ ZIP _____ County _____

Office Phone _____ Office FAX Number _____

E-mail Address _____

Graduate of _____ Year _____

Board Certified? Yes No Eligible

Medical Specialty _____

Please charge my Discover Mastercard Visa Expiration Date _____

Account Number _____

Print name as it appears on card _____

Signature _____

Mailing address if different from above _____

Check enclosed (Make payable to the University of Missouri-Columbia)

Please specify if any special arrangements are required to attend this conference:

Mail completed application and payment to:

Health Ethics
 University of Missouri-Columbia
 2401 Lemone Industrial Blvd., DC345.00
 Columbia, MO 65212

You may also FAX to [573] 882-5666

Conference information and registration is posted
 on the CME website: som.missouri.edu/CME