

Reducing Interpersonal Conflict in Futility of Care Cases

Program Overview

The majority of futility of care cases that cause ethical consternation involve interpersonal conflict. Sometimes the conflict might be among the health professionals themselves, who keenly disagree about the nature or scope of care a patient should receive. More often and especially as they present to ethics committees, however, conflicts involving futility of care occur between health professionals and family members. Health professionals typically have trouble understanding why family members cannot accept the "clinical reality" of their loved one's situation, while family members might distrust health professionals or interpret their loved one's situation with an entirely different cognitive schema (e.g., religious/theological, cultural, historical, etc.).

This presentation will explore strategies that might diminish factors precipitating such conflicts in the hope that professionals and family members might reach agreement about a program of care more rapidly and amicably. It will also offer ideas on getting clinical relationships off to a good start by appreciating the emotional experience of family members, and explore a host of empathic strategies that can preserve the therapeutic dimensions of a professional-family relationship, even when the parties disagree.

Program Objectives

At the completion of this program, the participants will be able to:

1. Characterize the emotional and cognitive architecture that explains professional-familial conflicts over futility of care determinations
2. List critical, relational errors health professionals often make that cause already difficult situations over futility of care to worsen
3. Describe empathic communication strategies that maintain respectful and caring relationships around futility scenarios
4. Discuss conversational items that might support and enhance the frequently ambiguous content of living wills and durable powers of attorney for health care

About the Speaker

Dr. John Banja is a professor in the Department of Rehabilitation Medicine and a medical ethicist at the Center for Ethics at Emory University. He also directs the Section on Ethics for the Atlanta Clinical and Translational Science Institute at Emory. Dr. Banja has conducted research and educational projects with numerous federal and private organizations. He currently serves as the editor of the American Journal of Bioethics-Neuroscience. His research interests include patient safety, neuroethics and ethical dilemmas occurring in clinical and translational research. His most recent book, *Medical Errors and Medical Narcissism*, was published in 2005. John has no real or perceived conflicts of interest that relate to this presentation.

Who Should Attend

CEO, COO, CNO, CMO, Nursing/Hospital Leadership, Staff Nurses, Chaplains, Ethics Committee, Physical Therapists, Social Workers, Discharge Planners and Nursing Home Administrators.



WEBINAR

DATE/TIME

Thursday

July 28, 2016

10:00 AM – 11:00 AM

REGISTER
NOW

PROGRAM FEE

Webinar connection for MHEI Members: \$175

Webinar connection & CD recording of the webinar for MHEI Members: \$250

Webinar connection for Non-MHEI Members: \$300

Webinar connection & CD recording of the webinar for Non-MHEI Members: \$375

Registration fee covers one connection per registration.

Multiple participants can view the webinar. Payment must be received before connection instructions will be sent

REGISTER

To register, please visit MHEI.org.

Questions? Contact Kelly Heacock,
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