

Title:

CLINICAL TRACK: Taking a Stand: Steps to Stop Incivility in the Clinical Setting

Type:

Oral

Keywords:

clinical track, defuse and incivility

Target Audience:

Provide clinicians with strategies to feel empowered and motivated to recognize strategies to diffuse situations of incivility.

Summary:

This presentation will focus on steps to help recognize and prevent incivility among patients, fellow clinicians and other clinically-based professions.

Final Number:

LB 03

Slot:

LB 03: Thursday, September 20, 2012: 1:45 PM-3:00 PM