



2019-20

CONTINUING
**PROFESSIONAL
DEVELOPMENT**
CALENDAR

Helping physicians lead their own professional growth.

HOSTED BY

MSPEI

MEDICAL SOCIETY
of Prince Edward Island

Funding made possible through the Master Agreement with Health PEI and the Department of Health and Wellness

MSPEI.org



2019-20 COURSE SUMMARY

Conflict Negotiations and Working in Complexity
Sept. 6 – 7, 2019

Personal Leadership
Sept. 20 – 21, 2019

Design Thinking, Working with “Disruptive” Colleagues, Patient Engagement and Wicked Questions
Oct. 25 – 26, 2019

Managing Disruptive Behaviour
Jan. 23 – 24, 2020

Conflict Management and Negotiation
April 2 - 3, 2020



REGISTER: mspei.org/events



CME CREDITS AVAILABLE: All courses are accredited

Seats will be filled on a first come, first served basis. Courses are offered at no charge to MSPEI members. However, a \$100 no-show fee will be charged if a registrant does not cancel within 15 days of course date.

Our Partners in Continuing Professional Development

YORK UNIVERSITY'S SCHULICH SCHOOL OF BUSINESS

The Schulich School of Business offers an extensive series of executive and professional development learning, with expertise in health-care leadership. Working with MSPEI, Schulich has customized a Master's Certificate in Physician Leadership program for PEI physicians. Physicians can register for individual sessions available as open-enrolment.

W: seec.schulich.yorku.ca

JOULE

Joule is a Canadian Medical Association (CMA) subsidiary designed to assist physicians in the pursuit of clinical excellence. Its mission is to help physicians be at their best with a vision to be physicians' first choice for resources and knowledge every day. In support of clinical excellence Joule provides valuable continuing education opportunities and makes leading evidence-based clinical products and research available to members.

W: joulecma.ca

CEO MESSAGE

Dear Colleagues,

PEI physicians have told MSPEI they want to be able to better influence change in our health-care system and navigate its complexities with more ease. We also know that 46 per cent of you are experiencing, or fear you are near, burnout.

Working with various education experts, MSPEI is now offering a suite of education opportunities to support physicians and help you feel more equipped when it comes to shaping your work environment—a proven way to help prevent burnout and boost professional satisfaction.

At the same time, we know participating in educational opportunities takes time, something every Island physician is short on. You have told us you are feeling immense pressure to do more and are already at full capacity with little time for professional development.

This is why MSPEI—directed by PEI physicians who sit on our Leadership and Health Committees—has curated a suite of educational opportunities. No matter your role, the goal is to provide you with a tangible return on investment for your time. Our Master Agreement leadership funding allows us to offer these courses at no cost to you.

Each course offers something different and its value will depend on your own personal circumstances and your future aspirations. Whether you want support moving into a formal leadership role, new strategies to work more effectively with your colleagues or help in influencing system change, there is a course for you.

Sincerely,

Lea Bryden



Lea Bryden, CEO

CONFLICT NEGOTIATIONS & WORKING IN COMPLEXITY

 REGISTER: mspei.org

 SEPT. 6 – 7

 Holman Grand Hotel

 ACCREDITED: Earn up to 14 Mainpro+ and MOC

Offered by York University's Schulich School of Business
(Master's Certificate in Physician Leadership – Open Enrolment Course¹)

DAY 1: CONFLICT NEGOTIATIONS

Facilitator: Janice Stein

Friday, Sep. 6 | 9:30 a.m. – 7:30 p.m.

Lunch, Fireside Chat and Networking Dinner

Ideal for those who are:

- Facing an environment of significant change
- In the early stages of proposing a solution to a health-system problem
- Anticipating opposition to likely solutions
- Facing considerable conflict in the teams they lead
- Facing “difficult” people in their professional environment

Course Objectives:

- To learn to differentiate between systemic and interpersonal sources of conflict.
- To learn to identify what can and cannot be “fixed” and to communicate that to team members.
- To learn to recognize that many conflicts can be re-framed and to become more agile at active listening, the reframing of issues, and dealing with paradoxes, contradictions and tensions.
- To learn to identify your own needs and the needs of others and to map these needs to search for solution space.
- To learn to become comfortable and acknowledge the feelings in the room.
- To hear and understand the patient perspective.
- To apply design thinking principles to health-care problems.
- To develop the skills to deal with “difficult” people.

DAY 2: WORKING IN COMPLEXITY

Facilitator: Dr. Michael Gardam

Saturday, Sept. 7 | 9:00 a.m. – 4:00 p.m.

Breakfast and Lunch included

Ideal for those who are:

- Leading change initiatives
- Frustrated with a lack of progress or with roadblocks along the way
- Interested in learning approaches that can be applied to a variety of complex challenges

Course Objectives:

At the conclusion of this session, participants will be able to:

- Approach complex challenges differently and apply concepts and tools that can help lead to progress
- Understand the role of the health care leader in complex change, including the “dance” between leading and following
- Understand the role of diverse opinions and healthy conflict in plotting a way forward

¹ * This course is part of the Master's Certificate in Physician Leadership; it is also open for all PEI physicians' as a stand-alone course. When participating in this course, you will be doing so alongside colleagues who are completing their Master's Certificate. The course does not require full participation in the Master's program.

PERSONAL LEADERSHIP*:

Identifying your Core Values & Vision



SEPT. 20 – 21
9:30 a.m. – 4:30 p.m.



Rodd Royalty, 14 Capital Drive, Charlottetown



ACCREDITED: Earn up to 13 Mainpro+ and MOC (Section 1)



REGISTER: mspei.org

Offered by Joule

Ideal for those interested in:

- Increasing your self-awareness, a foundation for effective leadership of yourself, and others
- Understanding your personal leadership style and what leadership approach will work best for you
- Learning how your values can guide your decision making and leadership practice

Course Outcomes:

- Explore the complexity of roles, values, challenges and satisfactions of physician leadership
- Discuss the relevance of your personal values in your effectiveness as a formal or informal leader
- Establish a personal leadership vision to guide your decision-making
- Discuss techniques for enhanced emotional resonance with yourself and others
- Create a professional development action plan for your leadership practice

*Subject to a minimum 15-person enrollment.

DESIGN THINKING,

Working with “Disruptive” Colleagues, Patient Engagement and Wicked Questions



OCT. 25 – 26



Holman Grand Hotel



ACCREDITED: Earn up to 14 Mainpro+ and MOC



REGISTER: mspei.org

Offered by York University's Schulich School of Business

(Master's Certificate in Physician Leadership – Open Enrolment Course*)

DAY 1: DESIGN THINKING

Facilitator: Kelly Parke

Friday, Oct. 25

9:30 a.m. – 7:30 p.m.

Includes Lunch, Fireside Chat and Networking Dinner

Ideal for those who are:

- Faced with seemingly unsolvable problems
- In the early stages of proposing a solution to a health-system problem
- Ready to apply inclusive design strategies to develop truly innovative solutions

Course Objectives:

- To learn how to apply a different lens when studying a problem and its solutions.
- To develop leadership agility through the reframing of issues, dealing with paradoxes, contradictions and tensions
- To hear and understand perspectives of different stakeholder groups when solving the same problem.
- To apply design-thinking principles to solve health-care problems

DAY 2: WORKING WITH “DISRUPTIVE” COLLEAGUES, PATIENT ENGAGEMENT AND WICKED QUESTIONS

Facilitator: Dr. Michael Gardam

Saturday, Oct. 26

9:00 a.m. – 4:00 p.m.

Breakfast and Lunch included

Ideal for those who are:

- Working with others who can be difficult to deal with
- Curious how to include the patient voice into the work that we do
- Struggling with complex challenges

Course Objectives:

- To learn an approach to working with difficult colleagues that combines understanding and support, with clear rules and the clear application of consequences
- To understand how the recent movement to include the patient voice in healthcare delivery can be helpful to all concerned
- To work on real life complex challenges facing MSPEI doctors

* This course is part of the Master's Certificate in Physician Leadership; it is also open for all PEI physicians' as a stand-alone course. When participating in this course, you will be doing so alongside colleagues who are completing their Master's Certificate. The course does not require full participation in the Master's program.

MANAGING DISRUPTIVE BEHAVIOUR*

 REGISTER: mspei.org

 JAN. 23 - 24, 2020
9:30 a.m. – 4:30 p.m.

 Rodd Royalty, 14 Capital Drive, Charlottetown

 ACCREDITED: Earn up to 13.5 Mainpro+ and MOC (Section 1)

Offered by Joule

Ideal for those interested in:

- Increasing your skills in managing disruptive behavior
- Having a better understanding of what could be promoting disruptive behavior
- How to provide difficult feedback
- How to create a respectful workplace

Course Outcomes:

- Understand of why managing disruptive behaviour has become relevant in today's workplace
- Surface unspoken assumptions and beliefs regarding the nature and management of disruptive behaviour
- Distinguish between disruptive and non-disruptive behaviour
- Understand the impact of disruptive behaviour
- Identify elements of workplace/organizational culture which may influence/prompt disruptive behaviour

- Identify three key components of a robust Code of Conduct and determine its effectiveness for ensuring workplace justice and for managing disruptive behaviour
- Summarize CMPA's experience with disruptive behavior and its approach to supporting colleagues
- Apply principles of fairness, compassion and accountability by using a staged approach for resolving incidents of disruptive behaviour
- Discuss approaches and interventions for managing behavioural problems in the workplace
- Prepare for and practice a "difficult" feedback conversation
- Identify strategies for supporting personal resilience as a physician leader dealing with this complex problem
- Design prevention strategies to inculcate respectful professional behaviour in the workplace

**Subject to a minimum 15-person enrollment.*

CONFLICT MANAGEMENT AND NEGOTIATION**

 REGISTER: mspei.org

 APRIL 2 - 3
9:30 a.m. – 4:30 p.m.

 Rodd Royalty, 14 Capital Drive, Charlottetown

 ACCREDITED: Earn up to 14 Mainpro+ and MOC (Section 1)

Offered by Joule

Ideal for those interested in:

- Taking on a new leadership role
- Gaining tactics and strategies for managing conflicts
- Gaining new skill in creating more team collaboration
- Applying negotiation strategies to day-to-day challenges

Course Outcomes:

- Differentiate between types of conflict and conflict management styles
- Discuss strategies for recognizing and managing conflict situations

- Practise a model of creative collaboration to address conflict with individuals, teams and organizations
- Describe the structures, processes, principles and currencies of effective negotiation
- Develop strategies for managing constituencies and building coalitions
- Practise specific negotiation strategies for real situations
- Analyze the dynamics and politics of effective negotiation

**Subject to a minimum 15-person enrollment.*

***Core courses have been identified as essential training for physicians interested in or engaged in a position of leadership.*

CUSTOMIZED LEARNING

Professional growth is a life-long journey and learning opportunities span beyond taking courses in a classroom. Life experience, learning from people who inspire you and seeking ways to bring improvements to your professional life are all valuable ways to grow. For this reason, MSPEI will be offering three new learning opportunities that are customized based on your needs, practice style and professional aspirations.

Physician Health Learning Pathway*

THE PHYSICIAN HEALTH LEARNING PATHWAY is offered to physicians who enroll in the three courses offered by Joule's Physician Leadership Institute (Conflict Management and Negotiation, Personal Leadership, and Managing Disruptive Behaviour). The Pathway offers a more comprehensive learning environment where you will benefit from sharing and discussing learnings with peers and have access to professional coaching. It is designed to help you apply the knowledge learned in the classroom to your workplace while helping to combat burnout and improve professional satisfaction, health and well-being.

**(Program is currently in development and is expected to be offered in the fall of 2019 as a one-year pilot project.)*

One-on-one coaching*

AS PART OF A ONE-YEAR PILOT PROJECT, MSPEI will be offering a one-on-one personal coaching experience to support you along your professional development path. Your needs and aspirations guide the sessions' content. Sessions can be devoted to supporting your professional well-being by addressing workplace conflict, problem-solving a persistent challenge or help and support in defining what is getting in your way of obtaining optimal professional satisfaction, along with strategies to overcome that. Coaching services may be offered by telephone or web-based technology. Your coach will be certified by a program that is accredited by the International Coach Federation. Upon application and approval, services will be paid for by MSPEI.

Eligibility:

- MSPEI members who have success-

fully completed the MSPEI-Schulich Master's Certificate in Physician Leadership program and are looking for additional support in order to transfer learning into action.

- MSPEI members currently enrolled in the Master's Certificate program or Learning Pathway and request additional support to address issues that arise during the training that are outside of the scope of the program.
- MSPEI members currently occupying formal medical leadership positions within the PEI health system.
- MSPEI members considering a formal leadership position within the PEI health system.
- MSPEI members requesting a coach to address health and burnout issues that are outside the scope of the coaching provided through MSPEI's Physician Health Program.

Physician Practice Support Consultant*

MSPEI IS CREATING A PHYSICIAN PRACTICE Support Consultant position to support you and your clinical practice. The Consultant, a PEI physician, will offer advice on how to increase office efficiencies, including patient access; bill appropriately; and help navigate interactions with government or Health PEI.

In the 2019 MSPEI Physician Survey:

- 76% of you said your ability (or inability) to navigate the health-care system impacted your professional satisfaction
- 72% of you said administrative work impacted your professional satisfaction

We know you feel most valued and

are making the most meaningful contributions when you are providing timely and quality patient care. Once established, the Physician Practice Support Consultant will work with you to find new efficiencies or overcome persistent practice challenges.

**Programs are not available until the Fall and subject to the recruitment of qualified people to offer the services.*

FOR MORE INFORMATION: Heather Mullan | P: 902-368-7303 ext. 103 | E: heather@mspei.org

Unwind

Relax, Rejuvenate and Connect with Colleagues

2019

AUG 23 & 24
Rodd Brudenell Resort

**MSPEI's Physician Health Committee
is proud to invite you to Unwind 2019**

Taking time to relax and rejuvenate is an important part of being at your best. Join us - we promise there will be no homework! Bring your family, partner or a friend and enjoy this no meeting event, which is 100% designed to help you unwind and socialize with your colleagues.

