

Well Doc Alberta and the Alberta Medical Association's
Physician and Family Support Program Present:

Patients First, But What Next? Inciting Useful Dialogue Around Civility

Incivility in the workplace is often a symptom of a problem with culture, but when we set out to "change culture", it's hard to know where to start. This talk will focus on interpersonal and behavioural challenges that are specific to medical environments and help you to create a first-steps roadmap applicable to your own clinical setting. This session is available in-person and online through Adobe Connect.

Learning Objectives

1. Explain how incivility in the workplace affects clinical outcomes
2. Describe the cognitive traps that can lead to incivility in the clinical environment
3. Use the series of short original videos on clinical incivility reviewed in the session to start conversations and plan "civility rounds" in their own clinical environment.

November 14, 2019 | 1400 – 1530

TRW Building, 3280 Hospital Drive NW, Calgary, AB

This free in-person and online workshop is open to practicing physicians only

Register here: https://civility_nov2019.eventbrite.ca



Jillian Horton MD

Dr. Jillian Horton is a general internist, writer, medical educator, former Associate Dean of Undergraduate Student Affairs, and Director of the Alan Klass Program in Health Humanities at the University of Manitoba in Winnipeg, Canada. She is the Associate Head, Professionalism and Diversity of the Department of Internal Medicine, and also leads programming and initiatives in physician and learner wellness.

Well Doc Alberta is an initiative aimed at advancing a collaborative, co-operative, pan-provincial approach to physician wellness. Our work, focused on education and prevention, is supported by the science of physician wellness and driven by need. We work with physicians at the grassroots level and with leadership to grow capacity, empower change, and shift culture. **Learn more at welldocalberta.org**

Well Doc Alberta

Shaping the future of physician wellness, together



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