

# Risk Education Program

SPRING 2015



## Are you dealing with challenging colleagues?

### Workshop – Mastering Difficult Colleague Interactions VIC, NSW, QLD

A solution focused approach to enhancing the effectiveness and ease of dealing with difficult colleague interactions in healthcare.

Learn how to:

- understand what makes people and situations 'difficult'
- improve communications and negotiation skills to effectively handle difficult situations
- apply techniques for minimising conflict
- engage personal 'survival' techniques that improve skills and minimise stress.

Presented by The Cognitive Institute.

### Webinar – Managing bullying and harassment **NATIONAL**

Practitioners can be challenged by the unprofessional behaviour of colleagues. Although foreign to AHPRA codes of conduct, there are workplace health and safety laws and employment and practice policies to prevent bullying and harassment.

Despite this, bullying and harassment, particularly of junior staff, still occurs. This session aims to provide some real insight into the issue, some details of interesting research and some practical strategies to deal with negative behaviour.

Presented by Dr Kimberley Ivory, GP & Senior Lecturer, University of Sydney

### Attend a topical MIPS workshop or webinar

Whether you are a **medical or dental practitioner**, MIPS have a risk education option for you.

Choose from MIPS' workshops or webinars.

#### Workshops

- Doctor's Legal Bag **New**
- Mastering Difficult Colleague Interactions
- Mastering Healthcare Challenges
- CPR HLTAID001

#### Webinars

- Managing Bullying and Harassment **New**
- Mandatory & other AHPRA Notifications **New**
- Saying No and Managing Complaints (Dental) **New**

Unless specified, **ALL** workshops/webinars are suitable for both medical and dental practitioners.

## More webinars ...



**Presenter:**  
Dr Jeff Cox

### Saying No and Managing Complaints (dental webinar) **New**

Some dental practitioners, particularly recent graduates can be persuaded to perform procedures beyond their training, qualifications and experience.

This webinar will address:

- Practising within the scope of your training to minimise patient harm, risk of complaints, claims and investigations
- Managing a complaint and responding promptly
- Potential clinico-legal and regulatory risks from inappropriate practice
- Strategies to avoid and minimise patient concerns.



**Presenter:**  
Dr Peter Simpson

### Mandatory and other AHPRA Notifications **New**

The AHPRA mandatory notification requirement applies to all members in relation to being reported or reporting a colleague. There are also other reporting requirements.

This webinar will consider:

- the AHPRA guidelines
- how MIPS can assist you
- obligations to make accurate renewal statements
- your obligations to ensure timely and compliant notifications about impairment, criminal charges or convictions to AHPRA.

## Customised risk education training

MIPS works with universities, hospitals and professional associations to develop and deliver custom workshops that supplement their education programs. We tailor workshops that include clinical case studies and risk mitigation techniques on many topics aligned to the Australian Curriculum Framework for Junior Doctors, AHPRA codes of conduct and clinico-legal and risk management principles.

Queries about our custom education offering should be forwarded to [education@mips.com.au](mailto:education@mips.com.au)

## Unable to attend a workshop?

Risk education units are also available online, including:

- Conversations at the End of Life
- Dealing with Difficult Patients
- Health Records
- Open Disclosure
- Risks for International Healthcare Graduates
- Dental risk

Visit [mips.com.au](http://mips.com.au) to login and access units.

## More workshops ...

### Doctor's Legal Bag **New**

Some practitioners have little understanding of practical day to day management of health information privacy, confidentiality or release issues. This can include requests for health information by a patient, a court, solicitor or a government agency.

How do you deal with the Police, the Family Court or Centrelink when they demand information, a report, or ask you to sign a document?

A breach of privacy or confidentiality can create a risk of personal and professional consequence in the form of a complaint, claim, publicity and or regulator involvement.

The important fundamentals of privacy, confidentiality, when and when not to release health information are all covered in this interactive workshop session.

**Presented by MIPS clinico-legal advisers**

### Mastering Healthcare Challenges

Practitioners can be challenged by patients with unusual demands and by difficult colleagues. Practice staff are not immune from these situations. With the use of video vignettes some challenging scenarios are reviewed including:

- handling difficult colleagues – the story of a young doctor, a consultant and their communication breakdown
- communicating effectively with a relatively well patient with a chronic condition and multiple issues
- refusing a patient's demands.

Various risk management strategies are provided for each scenario.

**Presented by MIPS clinico-legal advisers**

### Cardio Pulmonary Resuscitation HLTAID001

This course will provide you with the knowledge and skills necessary to maintain breathing and circulation in an adult, child or infant following cardiac arrest that meets the Australian Resuscitation Council Guideline. Workshops are conducted by paramedics from the Red Cross and meet RACGP requirements.

**Presented by Australian Red Cross**

## Unique Student Identifier (USI) Information

**Please note** that as of 1 January 2015, the Federal Government require all training providers such as Red Cross to ensure students completing CPR courses have a Unique Student Identifier (USI). This enables recording and tracking of individual and training providers' education. If you do not currently have a USI, please go to [www.usi.gov.au](http://www.usi.gov.au) to create one before attending the training.

*Light refreshments are provided at each workshop event.*

*Lunch is provided for members when attending back to back workshops on a Saturday.*

## Certificate of attendance

All members who complete an education activity will receive a Certificate of Attendance outlining the event details. You are able to print out your own certificates via the 'My Membership' portal for any previous MIPS risk education undertaken.

MIPS will process CPD activity of college accredited MIPS events on behalf of each member. MIPS records your participation on your membership record.

## Workshop non-attendance and cancellation policy

MIPS is aware that circumstances and availability may change. Many events have members waitlisted so it is important that members registered for an event, notify MIPS as soon as possible if attendance is not possible.

This allows MIPS to allocate position to an appreciative colleague and ensure membership resources for risk education are maximised and managed appropriately.

## Maximise your education and CPD

Multiple events are offered in Victoria, Queensland and New South Wales in October. Combine a CPR course and a workshop on the same day and obtain up to 9 RACGP CPD points.

## Registration

Visit [mips.com.au/workshops](http://mips.com.au/workshops) or call 1800 061 113 to register for a workshop or webinar. Ensure you have your MIPS member number. Confirmation of your placement will be via email. You will receive a SMS reminder before each event.

## Presenters with hands on experience



Dr Nichola Davis



Dr Kimberley Ivory

**Dr Peter Simpson** – clinico-legal adviser, risk education presenter and experienced GP from NSW.

**Dr Nichola Davis** – An experienced GP, MIPS clinico-legal adviser and Chairperson Claims Senior Management Group.

**Dr Margaret Daley** – clinico-legal adviser, risk education presenter and experienced GP from NSW.

**Dr Peter Gorman** – Pain Specialist and experienced risk education presenter and clinico-legal adviser from NSW.

**Dr Paul Alexander** – GP, experienced risk education presenter and clinico-legal adviser from QLD.

**Dr Jeff Cox** – prosthodontist from Queensland and provider of risk education to dental practitioners on behalf of MIPS.

**Dr Kathryn Robertson and Dr Stephen Walker** from the Cognitive Institute will present Mastering Difficult Colleague Interactions.

**Paramedics** on behalf of the Australian Red Cross will present the RACGP accredited CPR courses.

**Dr Kimberley Ivory**, GP and Senior Lecturer, University of Sydney.

## College accreditation

Risk education provided by MIPS will assist in meeting AHPRA mandatory CPD requirements. MIPS has obtained accreditation by numerous professional college associations for the education provided.



Event Topic	Type	RACGP	RACS	ACRRM	RACP/Other	Dental
Saying No & Managing Complaints	Webinar	n/a	n/a	n/a	Self Accreditation	1 hr
Managing Bullying & Harassment	Webinar	*2 Category 2 Points	n/a	*1 Core PDP		1 hr
Mandatory & other AHPRA Notifications	Webinar	*2 Category 2 Points	*1 Credit Point	*1 Core PDP		1 hr
Doctor's Legal Bag	Workshop	*4 Category 2 Points	*2 Credit Points	*2 Core PDP		2 hrs
CPR HLTAID001	Workshop	5 Category 2 Points	n/a	n/a		4 hrs
Mastering Difficult Colleague Interactions	Workshop	7 Category 2 Points	3 Credit Points	4 Core PDP		3.5 hrs
Mastering Healthcare Challenges	Workshop	4 Category 2 Points	2 Credit Points	2 Core PDP		2 hrs

\*Accreditation pending.

For full information about learning objectives, please visit [www.mips.com.au](http://www.mips.com.au). Please be aware that some Colleges require you to read this information prior to attendance.

# Workshop and webinar schedule

Workshop/webinar				
Webinars	Date & Time	Venue	Presenter	Code
Saying No & Managing Complaints (dental members only)	Thurs 15 Oct, 7.30pm to 8.30pm AEDT	Webinars are offered nationally. You will need to register for each webinar session. Webinars are offered via GoTo Webinar and will require you to load a plugin or App depending on your device.	Dr Jeff Cox	2423
Managing Bullying & Harassment	Thurs 22 Oct, 7.30pm to 8.30pm AEDT		Dr Kimberley Ivory	2422
Mandatory & other AHPRA Notifications	Thurs 29 Oct, 7.30pm to 8.30pm AEDT		Dr Peter Simpson	2430

Workshops				
<b>New South Wales</b>				
Mastering Healthcare Challenges	Sat 10 Oct, 9:30am to 11.30am	Mercure Sydney Parramatta 106 Hassall Street, Rosehill	Dr Margaret Daley	2349
CPR HLTAID001	Sat 10 Oct, 12:30pm to 4:30pm	<b>Do back to back workshops this day at the same location!</b>	Red Cross paramedic	2350
Mastering Difficult Colleague Interactions	Tues 13 Oct, 7.00pm to 10.30pm	Rydges World Square 389 Pitt Street, Sydney	Dr Kathryn Robertson	2351
CPR HLTAID001	Sat 24 Oct, 9:30am to 1:30pm	Mantra Chatswood 10 Brown Street, Chatswood	Red Cross paramedic	2354
Doctor's Legal Bag	Sat 24 Oct, 2:30pm to 4:30pm	<b>Do back to back workshops this day at the same location!</b>	Dr David Gorman	2355
<b>Queensland</b>				
Doctor's Legal Bag	Sat 17 Oct, 9.00am to 11.00am	Victoria Park Function Venue 223 Herston Road, Herston	Dr Paul Alexander	2352
CPR HLTAID001	Sat 17 Oct, 12.00pm to 4.00pm	<b>Do back to back workshops this day at the same location!</b>	Red Cross paramedic	2353
CPR HLTAID001	Sat 31 Oct, 9.00am to 1.00pm	Victoria Park Function Venue 223 Herston Road, Herston	Red Cross paramedic	2366
Mastering Difficult Colleague Interactions	Sat 31 Oct, 2.00pm to 5:30pm	<b>Do back to back workshops this day at the same location!</b>	Dr Stephen Walker	2367
<b>Victoria</b>				
CPR HLTAID001	Sat 24 Oct, 9.00am to 1.00pm	Rydges on Swanston 701 Swanston Street, Carlton	Red Cross paramedic	2357
Doctor's Legal Bag	Sat 24 Oct, 2.00pm to 4.00pm	<b>Do back to back workshops this day at the same location!</b>	Dr Nichola Davis	2358
Mastering Healthcare Challenges	Tues 27 Oct, 7.00pm to 9.00pm	Punhill Knox 337 Stud Road, Wantirna South	Dr Nichola Davis	2359
Mastering Difficult Colleague Interactions	Sat 31 Oct, 9.30am to 1.00pm	Rydges on Swanston 701 Swanston Street, Carlton	Dr Kathryn Robertson	2364
CPR HLTAID001	Sat 31 Oct, 2.00pm to 6.00pm	<b>Do back to back workshops this day at the same location!</b>	Red Cross paramedic	2365
<b>Tasmania</b>				
CPR HLTAID001	Tues 27 Oct, 6.00pm to 10.00pm	Australian Red Cross 40 Melville St, Hobart	Red Cross paramedic	2360
CPR HLTAID001	Wed 28 Oct, 6.30pm to 10.30pm	The Sebel Cnr St John & William Streets, Launceston	Red Cross paramedic	2361
<b>South Australia</b>				
CPR HLTAID001	Sat 24 Oct, 9.30am to 1.30pm	Australian Red Cross 212 Pirie St, Adelaide	Red Cross paramedic	2356
<b>Western Australia</b>				
Mastering Healthcare Challenges	Sat 31 Oct, 9.30am to 11.30am	Duxton Hotel 1 St Georges Terrace, Perth	Dr Rob Walters	2362
CPR HLTAID001	Sat 31 Oct, 12.30pm to 4.30pm	<b>Do back to back workshops this day at the same location!</b>	Red Cross paramedic	2363