



OPTA PT ED Talk

January 15, 2019

Victims, Villains, and Rescuers: A Framework for Addressing Healthcare Workplace Drama, Frustration, and Conflict

Presented by
Christina Howard, PT, MPT

Tuesday, January 15, 2019

**6:30 p.m. Registration and
Networking**

7:00 – 9:00 p.m. Program

Continuing Education Hours: 2

Location:

- Lane Community College
Building 30, Room 122
Eugene, OR 97405
- Or Via Zoom Meeting

Registration Information

Course Registration Fees:

OPTA/APTA Member*	\$50
OPTA Service Member**	\$35
OPTA/APTA Student Member	\$25
PT or PTA Non-Member	\$70

* *Member category eligibility includes any APTA member whether in Oregon or any other state. (APTA member number is required.)*

** *For members serving on the OPTA board or a committee.*

Payment Policy:

We can only accept registrations in the following ways: online at www.opta.org, via fax at 503.253.9172 or mailed to OPTA at 147 SE 102nd Ave., Portland, OR 97216. We cannot accept emailed or phone in registrations.



Two Options for You to Attend: In Person or Via Zoom Meeting

Course Description:

Effective teamwork and a therapeutic alliance are essential for quality patient care. Current and future health care providers must continuously develop effective work and communication habits to prevent defensive, blaming, and shaming behaviors with patients and colleagues. Workplace drama roles of victim, villain, and rescuer are derived from power dynamics across multiple stakeholders: students, patients, instructors, providers, managers, regulatory bodies, and payers. Attendees will be introduced to framework used to examine workplace drama and apply it to situations that lead to provider frustration, burnout, and conflict. Attendees will apply the framework to case simulations that affect physical therapy practice and patient-provider relations.

Program Objectives:

- Describe a transaction analysis framework for analyzing common provider experiences: frustration, burnout, role conflict
- Apply a transactional analysis framework to case simulations and examples affecting practice and patient-provider relations
- Identify future opportunities to share transaction analysis frameworks with constituents as a means of promoting positive and effective relationships

Speaker Bio:



Christina Howard graduated from UCLA with a BS in Physiological Sciences in 1988 and from UCSF/SFSU with a Masters of Physical Therapy in 1995. She has 23 years of experience in treating movement system conditions, practice ownership, and management and ten years of teaching experience as the program coordinator for the Physical Therapist Assistant Program at Lane Community College in Eugene. Christina has a clinical interest in treating patients that experience persistent pain and has presented to regional and national academic, physical therapy and, related professional audiences on governance, leadership, assessment, and academic innovations. She is currently serving as President of the Oregon Physical Therapy Association.

CE & Course Information

Continuing Education Credit

CE Hours 2 – This course meets the Oregon Physical Therapist Licensing Board's requirements for continuing education. A course completion certificate will be issued to registrants upon completion of the course. Oregon licensed therapists and assistants are encouraged to consult Division 35 of the licensing board's administrative rules for complete information regarding CE requirements in Oregon.

Course Restrictions

Registrations must be received by January 8, 2019. Space is limited, so early registration is encouraged to secure your spot. In the event that room space becomes filled to capacity, some registrants will not be able to be accommodated, and will be notified. Registrations will be accepted on a first-come, first-served basis. In the event of inadequate registration, weather problems or other events beyond OPTA's control, a meeting may be moved or cancelled. Should this occur, an attempt will be made to contact registrants and fees will be refunded.

Cancellation Policy

Cancellations received prior to January 8, 2019 will receive a full refund minus a \$10 administration fee. Cancellations received after January 8, 2019 will receive a 50% refund of their total fees. No-shows and same-day cancellations will not receive a refund.



OPTA Workshop

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Only one registrant per form. Copy this form for additional registrants.

Mr. Ms. Mrs. Dr.

First Name: _____ Last Name: _____ Designations: _____

Badge First Name (if different): _____

*APTA Membership Number: _____ Oregon License Number: _____

Company Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Business Phone: _____ Fax: _____ Email: _____

Liability Waiver: By registering for this course, you waive all liability to OPTA for any injury that may occur in the course.

Course Registration Fees — Please Check One:

- OPTA/APTA Member* \$50
- OPTA Student Member \$25
- PT or PTA Non-Member \$70
- OPTA Service Member \$35

I will attend:

- Facility
- via Zoom Meeting

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PAYMENT OPTIONS (US FUNDS): Check, Payable to OPTA Visa/MasterCard American Express Discover

Card # _____ Exp. Date _____ CVV _____ Amount Authorized \$ _____

Name on Card _____ Signature _____

Card Billing Address (required) _____ City _____ State _____ Zip _____

Email address to send credit card receipt to _____

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Confirmation:

Email confirmation will be sent for this event. Please retain the course information for future reference.

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Questions? Call 503.262.9247 or toll free at 1.877.452.4919 or email us at info@opta.org