

2021 ACI Oncology Supportive Care Education: Reframing Conflict Situations in the Oncology Care Setting

Presented by: Robyn Ewalt, BA

*****An e-learning course available on the Avera Portal*****

Purpose: Upon completion of the activity, the learner will be able to acknowledge key elements of conflict with patients in order to articulate the impact, approach conflict situations with neutrality and intention of resolution for good patient outcomes, and define conflict in a light of positive intent with patients and identify key tactics to apply in conflict situations moving forward.

Objectives:

- 1 Upon completion of the activity, the healthcare team will be able to acknowledge key elements of conflict with patients in order to articulate the impact, approach conflict situations with neutrality and intention of resolution for good patient outcomes, define conflict in a light of positive intent with patients and identify key tactics to apply in conflict situations moving forward.
- 2 Upon completion of the activity, the healthcare team will be able to utilize tools to resolve conflict within the healthcare team.

Outcome: 80% of the health care team will self-identify a knowledge gain in treatment and programming options within the Avera Cancer Institute around conflict management.

Target Audience: Physician, Nurse, Social Worker

For successful completion:

- View the video
- Complete the pre/post test
- Complete the evaluation

Avera is accredited by the Accreditation Council for Continuing Medical Education to provide continuing education for physicians. Avera designates this educational activity for a maximum of **1.00** AMA PRA Category 1 Credit™ per session.

Avera is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation. A total **1.00** contact hours can be received upon completion of this activity.

Avera Health Provider #1029 is an approved provider of continuing education by the South Dakota Board of Social Work Examiners. Social Workers will receive **1.00** continuing education clock hours for participating in this course.

Feedback Person for this education activity is: Sheena Lewis at sheena.lewis@avera.org
If you have questions please contact them.

Enduring material available from 4/30/2021 to 12/31/2021
This course content was reviewed on 04/13/21

Policy on Disclosure: Due to the regulations required for CE credits all conflict of interest that persons in a position to control or influence the education must be fully disclosed to participants. In observance to this requirement we are providing the following disclosure information.

Christina Early	Committee Planning Member	Nothing to disclose
Sheena Lewis, RN	Lead Nurse Planner	Nothing to disclose
Luis Rojas-Espallat, MD	Committee Planning Member	Nothing to disclose
Robyn Ewalt, BA	Faculty	Nothing to disclose

