

Title of Course: SESSION FIVE: Step-By-Step Process for Addressing Behavior Concerns

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Disclosure Information: *No relationships with industry relevant to the content of this educational activity have been disclosed.*

Target Audience: This course was designed for hospital administrators, physicians and clinicians who need to be better informed about how to manage and possibly improve their overall performance.

Objectives:

Upon completion of this activity, participants will be able to:

- **Implement a step-by-step “best practice” review process for addressing professionalism concerns in a consistent, effective, and constructive manner.**
- **Utilize a standardized script and tool to respond to any individual who reports a concern regarding professional conduct.**
- **Incorporate several provisions into Medical Staff Bylaws and related policies that promote the timely, collegial, and constructive resolution of behavior concerns.**

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Joint Provider Accreditation Statement:

In support of improving patient care, the University of Pittsburgh is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

The University of Pittsburgh School of Medicine is accredited by the ACCME to provide continuing medical education for physicians. The University of Pittsburgh School of Medicine designates this enduring material activity for a maximum of 1.0 *AMA PRA Category 1 Credits™*. Each physician should only claim credit commensurate with the extent of their participation in the activity.

Other health care professionals will receive a certificate of attendance confirming the number of contact hours commensurate with the extent of participation in this activity.