29th ANNUAL CEP CONFERENCE

Exploring the Humane Side of Healthcare: Medical Humanities and Ethics in Clinical Context

September 21-23, 2018

Oglebay Resort & Conference Center
465 Lodge Drive
Wheeling, WV 26003

University of Pittsburgh
Consortium Ethics Program
5320 Centre Avenue
Room 211, North Tower
Pittsburgh, PA 15232

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Sponsored by the University of Pittsburgh Consortium Ethics Program and University of Pittsburgh School of Medicine Center for Continuing Education in the Health Sciences.

The Consortium Ethics Program is a regional ethics education network funded by its member institutions and co-sponsored by the University of Pittsburgh Department of Medicine, Division of General Internal Medicine, Section of Palliative Care and Medical Ethics and University of Pittsburgh Center for Bioethics & Health Law.
INTRODUCTION: This conference will focus on the contribution of the arts, humanities, and social sciences to healthcare and healthcare ethics. Language and images play a critical role in healthcare and promotion of health. Narrative and narrative methods play an important role—both to sustain clinicians and to complement technological advances such as machine learning, standardization, and the electronic health record. Analysis of literature and art develops moral imagination; reaction to dramatic presentations develops skills of cross-cultural discernment and interpersonal expression; examination of metaphors and images hones critical reasoning and exposes cultural influences and implicit bias.

With the goal of enhancing provider-patient communication and honing skills of cultural competence, this conference will employ a mix of methods—clinical case analysis, discussion, lecture, and participatory role-play/theater, as well as opportunities for reflective writing—to develop skills in dealing with cultural differences, difficult patients and difficult clinical encounters, end-of-life decision making, and grief, as well as regulatory and technological constraints/opportunities (e.g., the EHR and social media).

CONFERENCE OBJECTIVES: At the conclusion of this conference, participants should be able to:
1. Identify how language, narrative, and images shape clinical encounters, medicoscientific understanding, and personal beliefs;
2. Recognize and counter biases in clinical interactions, health record entries and interpretation, policies and practices, and research;
3. Appreciate the importance of narrative perspectives in clinical decision making, approaching the end of life, and addressing grief;
4. Employ the contributions of the arts, humanities, and social sciences in ethical analysis, and policy development and implementation, and clinical communication.

TARGET AUDIENCE: Clinicians—including physicians, nurses, social workers, pastoral care providers, mental health professionals, and ethics committee members—healthcare administrators, policy makers, patients, and members of the public with an interest in healthcare ethics.

AGENDA:
FRIDAY, SEPTEMBER 21, 2018
11:30 am  Registration
12:15 pm  Welcome and Introductions  Lisa S. Parker, PhD
12:30 pm  PLENARY SESSION: The Power of Narratives: How the Medical Humanities Impacts Patient Care  Andrew Thurston, MD

This opening lecture will discuss the history of the field of medical humanities and highlight how it contributes to clinicians’ education and their development of empathy and communication skills. The distinction between medical humanities and narrative medicine will be explained, and empirical studies of their respective contributions to patient care will be reviewed. We will explore the past and present intersection between medicine and the humanities and how strengthening this union may impact patient care, and the lecture will conclude with discussion of future directions for the field and opportunities for integration of medical humanities in a range of clinical settings.

1:50 pm  BREAK
2:00 pm  Break Out Sessions  (choose one)

Session 2A: Moral Imagination in Healthcare  Steven Farrell-Jackson, PhD
The development of moral imagination may be as critical a skill for clinicians as their ability to diagnose, dose, cut, and stitch. Indeed, exercise of moral imagination somewhat resembles diagnosis, and indeed informs diagnosis and all the clinical decision making that follows. Philosopher John Stuart Mill speaks of the moral imagination as the power “by which one mind understands a mind different from itself and throws itself into the feelings of that other mind.” It is a capacity which is essential to proper ethical thinking, for without it the reality of others’ lives and experiences escapes us. This session will explore the nature of the moral imagination, the role of imagination in clinical decision making and ethical deliberation in healthcare, and how the humanities can be used to strengthen the moral imagination. Participants will be invited to share and discuss relevant experiences at their institutions.

Session 2B: Implicit Bias and Its Association with the Delivery of Quality Care  John Welch, MDiv, PhD
How and to what extent structural racism and implicit bias affect medical care and patient perception of that care has been studied for years. Although the history, legacy, and current evidence of the effects of structural racism are becoming increasingly well-known, implicit racial bias remains a potential component of negligent care. Practitioner awareness of the results of studies of structural racism and implicit bias, as well as awareness of their own personal bias, are critical for engaging with patients in healthy, productive, effective communications, and for providing high quality healthcare.

Session 2C: The Electronic Health Record: The Operation was a Success but we Lost the Patient  Valerie Satkoske, PhD
The electronic health record is asked to serve multiple roles: comprehensive recording of the patient’s health history, provision of efficient access to that record by multiple parties, a source of data for medical research and institutional quality assurance initiatives. This session will consider whether the EHR can serve these roles simultaneously and adequately, whether and how it is conducive to improved patient care, and when it may present risks to that care. Beyond concerns about potential privacy breach, clinicians’ “alert fatigue,” and persistence of error and bias, there may be reason to be concerned with the erasure of patient’s own narrative from their EHR—the voice, words, and story beyond any drop-down menu.
Session 3A: The Impact of Spirituality on Medical Decision Making
John Welch, MDiv, PhD

Spirituality and religion in healthcare have been studied extensively with the goal of understanding how they affect both patient decision making and post-operative recovery, as well as how they are accessed as a resource for strength in coping with life’s difficult situations. Appreciation of spiritual and religious dimensions of experiences of embodiment, sickness, health, and suffering is of particular importance in the palliative care and in all areas of healthcare that seek mitigation of patient suffering. Acknowledgment of patients’ spirituality and appropriate resolution of conflicts between patients’ values, providers’ values, and goals of medical treatment are critical for delivering high quality healthcare.

Session 3B: Dealing with Difficult Patient-Provider Encounters and Relationships: Professional Practice and Therapeutic Dialogue
John Rief, PhD

Significant evidence suggests effective and ethical patient-provider communication is essential to achieving good health outcomes. But what happens when the professional relationship between patients and their healthcare professionals goes awry? And, perhaps more importantly, how can healthcare providers address such situations? This presentation discusses recent scholarship on the problem of “difficult patients,” poses questions about this term and how language can impact thinking and behavior in complicated patient-provider interactions, and offers a series of cases to consider different approaches to enhancing clinical communication even in the most complicated situations.

Session 3C: Artificial Intelligence in Healthcare: Bias, Accuracy, and Moral Decision Making
Alex John London, PhD

This talk will examine the entry of artificial intelligence into healthcare and the role of machine learning and large data sets in developing systems that can perform decision making tasks that previously required a human expert. We will discuss the worry that such systems can be subject to bias and strive to understand some of the unique challenges posed by validating their performance.

Session 4A: Grief & Loss: From Diagnosis through Bereavement and Beyond
Denise Stahl, MSN, FPCN

Loss surrounds us every day, and it is well known that everyone grieves. However, it’s important to understand the nuances of loss, grief, and bereavement from both a personal and professional perspective. This session will provide deeper insight related to these topics and also provide strategies to help us better care for those for whom we care, and for ourselves as professional caregivers.

Session 4B: Building a Reflective Space: Understanding How Consultant Moral Instincts Can be Used to Improve Ethics Services
Amy VanDyke, PhD

Providing quality ethics consultation services requires that the consultant be able to identify his or her own relevant moral values and intuitions including how these might influence the process or analysis of an ethics consultation (ASBH Core Comps, page 22). This interactive session will provide participants an opportunity to explore, reflect thoughtfully, and gain an understanding of their personal moral values, intuitions, and biases. Participants will be guided through various images, artworks, and literary passages in order to elicit underlying moral instincts which may have bearing on ethics consultation services.

Session 5A: Reflective Writing
Katherine Burke, MFA

Reflective writing is a method or practice in which the writer not only describes a real or imagined memory, event, object, or thought, but also includes reflection on the personal meaning of the memory, event, object, or thought. Different from other forms of academic or professional writing, reflective writing provides a forum in which the writer seeks to gain clarity and perspective on his/her topic without seeking to convince others or even convey information for others’ benefit. Instead, the goal is to explore personal responses to, or meanings of, the writer’s chosen focus. This session will present this method and afford participants the opportunity to practice reflective writing.

Session 5B: Art and Literature in the Clinical Setting: A Reflective Exercise
Andrew Thurston, MD

In this session, participants will explore how art and literature can assist in debriefing following challenging clinical situations. A model of reflective reading, based on work by the Center for Civic Reflection, will be presented. Participants will engage in an interactive reflective reading exercise to gain practice in exploring the complicated emotional and existential issues that often accompany patient care.

PLENARY SESSION: Tragedy in Literature, Life and Death
Steven Farrell-Jackson, PhD

We are familiar with the paradoxical pleasure we experience from tragedy in drama and literature (or even the less than tragic misfortunes of characters in popular TV and film). Our responses to life’s tragedies, real-world suffering, injury, debilitation, death—however, are more complex and seldom pleasurable. Yet we can speak of people finding meaning in such tragic events, as well as relief of their suffering. Moreover, clinicians sometimes report experiencing pleasure and professional satisfaction in relieving suffering, supporting patients’ adaptation to circumstances, and providing care near the end of life. This lecture will explore how we can experience pleasure from engaging “tragic” literature, art and music, when in another sense we experience sadness, pity, fear, and other “negative emotions.” It will identify when the terms “tragedy” and “tragic” are appropriately used of real-world suffering and death, and when not, and will discuss how the experience of artistic tragedy may enrich clinical perspectives on real-world pain, suffering, and death.
PLENARY SESSION: Reader's Theater— Dr. Knock, or The Triumph of Medicine

Katherine Burke, MFA

Dr. Knock, or the Triumph of Medicine, a satirical play from 1923 that was revived to good reviews in New York in 2010, raises contemporary concerns about sickness, health, overtreatment, for-profit medicine, and conflicting interests. In this session, volunteers will read roles in the play and all participants will discuss how theater can mirror life, how it can help to develop moral imagination and facilitate creative problem-solving, and how comedy may illuminate complex and challenging issues in ways that may open us to more critical comprehension.

3:00 pm ADJOURN FOR THE DAY

SUNDAY, SEPTEMBER 23, 2018

8:15 am BREAK

Session 8B: Advertising for Health Services: Ethical Issues
Alex John London, PhD

Although the clinical relationship between healthcare providers and patients has long been recognized as fiduciary in nature, the relationship between the public and health systems is generally regarded as commercial in nature. Whereas fiduciary relationships are marked by special duties of care, commercial relationships are traditionally regarded as “arms-length” relationships in which the buyer must beware and is responsible for protecting his or her own interests. This talk considers the role of healthcare institutions in the provision of healthcare, establishing clinical relationships, shaping patient expectations, and utilizing scarce resources. It is argued that there are considerable ethical problems associated with the current view of healthcare advertising.

9:30 am BREAK

Session 9A: Words Matter: Reframing the Clinical Conversation
Valerie Satkoske, PhD

Clinical decision making is often conceived as a collaboration, with the clinician bringing the clinical facts and the patient bringing his/her values to engage in shared decision making. The facts and the language in which they are presented, however, often reflect values—social, clinical, and personal. This session will discuss identification of value-laden language in the clinical realm, and explore how language influences patient decision making and the patient-provider relationship.

10:40 am BREAK

Session 9B: Are We Losing the Art of Conversation? Considerations for Ethics Consultation Services
Amy VanDyke, PhD

Ethics consultation services are based in large part on the face-to-face narrative exploration of ethical dilemmas and stakeholder values. Scholarly work on the influence of technology and social media as new tools of expression show that how we communicate continues to evolve. It has been suggested by some that the art of conversation—face-to-face in depth narrative exploration and communication—is a dying art. This session will explore how social media, including new standards of appropriate expression, have changed, and continue to change, the way in which people communicate within healthcare contexts. Implications for ethics consultation services and a possible obligation to alter practices will be considered. We will explore how social media, including the new standards of appropriate expression, has and is changing the way in which healthcare communicates, including an exploration of the implications for ethics consultation services and a possible obligation to alter practices accordingly.

11:50 am WRAP UP, EVALUATION

12:00 pm CONFERENCE ADJOURNMENT
Registration Information

Fees and Registration: Includes conference materials, refreshments, and lunch on Saturday.

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Accreditation:
- CME/CEU: No additional charge
- Psychology (APA): $30
- Social Work: $15

Payment Options Accepted: Check or money order only (Payable to: University of Pittsburgh)

Meals: Optional Lunch buffet offered on Friday from 11:00 am -12:00 pm not included in registration fee above, cost is $15.00pp ("Deli Board Buffet": variety of deli meats and cheeses, selection of breads, three salads, dessert, and beverage.

- Lunch on Saturday (included in the registration fee) "Wrap It Up Buffet": choice of wraps—smoked turkey, orange mandarin shrimp, & sundried tomato; variety of salads, chips, turnovers, and assorted beverages.

Conference Confirmation: All registered attendees will receive email confirmation of registration and information on how to access all available materials prior to the conference.

Conference Location & Lodging: Oglebay Resort & Conference Center, 465 Lodge Drive, Wheeling, WV. Contact Oglebay directly to make overnight reservations: 304-243-4000. A room block and special rates have been reserved for “The University of Pittsburgh Consortium Ethics Program” Reservations must be made no later than August 21, 2018. The room block will be released after this date and discounted room rates cannot be guaranteed
- Deluxe Room: $109.00 + tax
- Preferred West Room: $139.00 + tax
- Preferred Lakeside: $159.00 + tax

Alternative hotel options: SpringHill Suites Wheeling (855-239-9485); Hampton Inn Wheeling (304-547-4222); Super 8 Wheeling (855-238-1592); McLure House Hotel (800—491-7598).

Registration Deadline: Conference registrations will be accepted until 4:00 pm Friday, September 14, 2018.

Cancellation Policy: All cancellations must be in writing and sent via US mail, email (cep@pitt.edu) or fax (412-623-3592). Cancellations received by 4:00 pm, 9/14/2018 will be fully refunded. Cancellations after 9/14/18 and before 4:00 pm on 9/17/18 will receive a 50% refund. After 9/17/18 no refunds will be issued, but a replacement may be designated.

ACCREDITATION:

The University of Pittsburgh School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The University of Pittsburgh School of Medicine designates this live activity for a maximum of 13.25 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Other healthcare professionals are awarded 1.3 continuing education units (CEU’s) which are equal to 13.25 contact hours.

15.5 credit hours of continuing education is provided through co-sponsorship of the University of Pittsburgh School of Social Work, an approved provider of social work continuing education through the Pennsylvania Board of Social Workers, Marriage and Family Therapists and Professional Counselors. These credits satisfy requirements for LSW, LCSW, LPC and LMFT renewal. For information on these continuing education credits contact (412) 624-3711.

Western Psychiatric Institute and Clinic is approved by the American Psychological Association to offer continuing education for psychologists. Western Psychiatric Institute and Clinic maintains responsibility for this program and its content. This program is being offered for 13.25 continuing education credits.

Participation by all individuals is encouraged. Advance notification of any special needs will help us provide better service. Please notify us of your needs at least two weeks in advance of the program by calling Jody Stockdill at 412-623-2033.

All individuals in a position to control the content of this education activity are required to disclose all relevant financial relationships with any entity producing, marketing, re-selling, or distributing healthcare goods or services, used on, or consumed by, patients.

The University of Pittsburgh is an affirmative action, equal opportunity institution.
Please Select the Breakout Sessions that you wish to attend:

**FRIDAY, SEPTEMBER 21, 2018**

2:00 pm  **Break Out Sessions (please choose one)**
- ☐ Session 2A: Moral Imagination in Healthcare (S. Farrelly-Jackson)
- ☐ Session 2B: Implicit Bias and Its Association with the Delivery of Quality Care (J. Welch)
- ☐ Session 2C: The Electronic Health Record: The operation was a success by we lost the patient (V. Satkoske)

3:40 pm  **Break Out Sessions (please choose one)**
- ☐ Session 3A: Impact of Spirituality on Medical Decision Making (J. Welch)
- ☐ Session 3B: Dealing with Difficult Patient–Provider Encounters and Relationships (J. Rief)
- ☐ Session 3C: Artificial Intelligence in Healthcare: Bias, Accuracy, and Moral Decision Making (A. London)

**SATURDAY, SEPTEMBER 22, 2018**

8:15 am  **Break Out Sessions (please choose one)**
- ☐ Session 4A: Grief & Loss: From Diagnosis through Bereavement and Beyond (D. Stahl)
- ☐ Session 4B: Building a Reflective Space: Understanding How Consultant Moral Instincts… (A. VanDyke)

9:55 am  **Break Out Sessions (please choose one)**
- ☐ Session 5A: Reflective Writing (K. Burke)
- ☐ Session 5B: Art and Literature in the Clinical Setting, Reflective Reading (A. Thurston,)

**SUNDAY, SEPTEMBER 23, 2018**

8:15 am  **Breakout Sessions (choose one):**
- ☐ Session 8A: Impact of Culture on Serious Illness (D. Stahl)
- ☐ Session 8B: Advertising for Health Services: Ethical Issues (A. London)

9:40 am  **Breakout Sessions (choose one):**
- ☐ Session 9A: Words Matter, Reframing the Clinical Conversation (V. Satkoske)
- ☐ Session 9B: Are we Losing the Art of Conversation? Considerations for Ethics Consultation… (A. VanDyke)

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Make Checks Payable to: “University of Pittsburgh”

Fax or Email registration form to: 412-623-3592; jody.stockdill@pitt.edu

Mail Payment to: Consoritum Ethics Program
5230 Centre Avenue, Room 211 North Tower
Pittsburgh, PA 15232
Phone: 412-623-2033; Fax: 412-623-3592

**Conference information and directions to Oglebay will be mailed by September 10, 2018**