

Physician Assistance Program Newsletter

Spring 2008

Index of Articles on Practice Management Strategies

The Physician Assistance Program has published a variety of articles in support of your work as a physician, focusing on specific aspects of your business and practice. Below you'll find an index of frequently requested topics and articles as well as the newsletter edition in which the article can be found in the Newsletter archive at www.FirstChoiceDoc.com.

- Finding Fulfillment: Fall 2007
- Preventing Practitioner Burnout: Spring 2007
- Improving the Care of Chronic Illness: Fall 2006
- Creating a High Performing Team: Summer 2006
- Improving Office Efficiency: Spring 2006
- Bumper Sticker Wisdom: Fall 2005
- Practitioner Self-Care: Spring 2004
- Strategic Planning & Problem Solving: Winter 2004
- Protecting Your Practice From Theft: Fall 2004
- Documenting Corrective Action: Spring 2004
- Rewarding Your Employees: Winter 2003
- Customer Service in Your Practice: Fall 2003
- Preventing Workplace Violence: Summer 2003



For Confidential Solutions to the Conflicts and Demands of Contemporary Life...

Contact us 24/7

(800) 777-1323

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Physician Assistance Program

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| <input type="checkbox"/> Eldercare Services | <input type="checkbox"/> Legal Consultation |
| <input type="checkbox"/> Assessment & Referral | <input type="checkbox"/> ID Theft Resolution |

When Too Much Isn't Enough

A Series: Managing the Stress of Modern Living

David Burn, MS, NCC, LMHC
 Board Certified Clinical Mental Health Counselor
 Director of PAP Services

The quest to “keep up with the Joneses” can be a major source of stress in our lives and times. Often without realizing it, people in a consumption-minded world find themselves compulsively striving for more – more stuff, more status, more mobility, more wealth, more in general and “the more the better.”

The American Academy of Family Physicians reported in a recent year that as many as two-thirds of all patient visits were related to underlying psychological or emotional stress (rather than a primary medical condition).

Experts define the phenomenon of too much not being enough as Affluenza, a contagious social virus that stems from the relentless pursuit of more. It's no coincidence that

personal debt is increasing and that waistlines are expanding even as time spent with loved ones or in restful sleep is on the decrease.

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Learn more about Affluenza on the Public Broadcasting Service website at <http://www.pbs.org/kcts/affluenza>

Given the fast pace of our lives and what for many people is a hard-to-resist, gravity-like attraction to what's exciting and new, it becomes all too easy to forget that happiness is as much about wanting what you already have as it is about always having what you want.

The good news is that many people and families are beginning to rediscover that (when it comes to tools for managing stress and enhancing quality of life) less really can be more.

Psychologist Abraham Maslow emphasized in his hierarchy of human needs, the indisputable importance of getting our basic needs met and living toward meaningful goals. Beyond our basic needs, aspirations and fulfillments, however, a lifestyle of compulsive striving for more and faster and bigger and better can eventually lead to dissatisfaction and boredom (undermining emotional, spiritual, physical, family and financial health and well being).

First Choice Health reminds you that encouraging people to simplify their lives can be a positive way to enhance quality of life and boost resilience to the corrosive effects of stress. With more than 3000 counseling professionals and potent Work Life resources and services, we can also help you and your family members identify and achieve goals for positive change, personal growth, problem solving and effective living.

You can contact Team PAP at First Choice Health twenty-four hours a day at (800) 777-1323. ■



Relationships That Work

Good relationships with a spouse or partner, family members, friends, or coworkers are a source of comfort and satisfaction. These connections also provide the support needed to deal with life's opportunities and challenges. Even the best relationships can benefit from a tune-up or ongoing maintenance to keep things running smoothly.

First Choice Health can help by providing you information, expertise and tools to keep your relationships on track. In the Work Life Resources section at www.FirstChoiceEap.com you'll find articles such as *10 Little Things That Can Make a Big Difference in Your Marriage*, *Reviving Your Relationship*, and *Keeping Conflicts Constructive*. You can even take the online Relationship Satisfaction assessment or do assessment your skills in the area of Conflict Management. We put tools at your fingertips to help you foster great relationships.

Building strong relationships is a simple and powerful way to enhance your personal well-being and effectiveness. If you have questions, a counselor is always available for consultation, ideas and support. Contact us at (800) 777-1323. ■

Taking Care of Business in the Midst of Busyness

At www.FirstChoiceDoc.com you can take advantage of a variety of effectiveness-enhancing tools, trainings and resources.

For your convenience, Online Conference & Consultation allows you to access the expertise of a highly skilled counseling provider from the comfort of any Internet-ready personal computer. We know your time is valuable and this service makes it possible for you to travel less and make the most of your day.

The Physician Assistance Program also offers awareness-enhancing Screening Tools for Assertiveness, Stress, Anxiety, and Depression. The tools are not used for the purpose of diagnosis, but instead offer the user an opportunity to assess the potential for vulnerability to the conflicts and demands of modern life.

In the Practice Support section of our web site you'll find a variety of electronic trainings, human resources links and human resources forms that are applicable to your business and practice.

The online trainings include:

- Drug Free Workplace Training
- Sexual Harassment Prevention Training
- Diversity Training
- Conflict Resolution Training
- The Art of Interviewing
- The Difficult Job of Terminating an Employee
- Documenting Performance Issues

If you have questions at any time, First Choice Health welcomes your call. ■



Cyberbullying

Cyberbullying (sometimes referred to as on-line social cruelty or electronic bullying) can involve sending mean, vulgar, or threatening messages or images. It can also take the form of posting sensitive, private information about another person or pretending to be someone else in order to make that person look bad.

Socially, late childhood and early adolescence are often already awkward and difficult periods of life. Traditional bullying increases the complication for young people.

The online world magnifies the challenges as children and adolescent (and sometimes even adults) cyber bully others via:

- e-mails
- instant messaging
- text or digital imaging messages sent on cell phones
- web pages
- web logs (blogs)
- chat rooms or discussion groups

First Choice Health offers the following tips in support of your work with patients or in your own family:

- Keep home computer(s) in easily viewable places, such as a family room or kitchen.
- Talk regularly with kids about online activities they are involved in.
- Talk specifically about cyberbullying; encourage kids to speak up immediately if he or she is the target of cyberbullying, cyberstalking, or other troublesome on-line behavior.
- Encourage the child to speak up if he or she is aware of others who may be the victims of such behavior.
- Explain that cyberbullying is harmful and unacceptable behavior. Parents or guardians should outline their expectations for responsible online behavior and make it clear that there will be consequences for inappropriate behavior.
- As a medical professional you know that concerns for a child's safety may sometimes override privacy concerns. Parents should let kids know that they may review online communications at any time (and then follow through).
- Consider parental control filtering software and/or tracking programs, but don't rely solely on these tools.

If you have questions or would like access to additional resources on this topic, contact us at (800) 777-1323 or online at www.FirstChoiceDoc.com. ■

Cyberbullying can occur any time of the day or night. Cyberbullying messages and images can be distributed quickly to a very wide audience. The cyberbully can be anonymous, which makes it difficult - sometimes impossible - to trace them.

Physician Assistance Program



Contact us 24/7 (800) 777-1323

www.FirstChoiceDoc.com



Online Work Life Resources

Our self-serve menu of learning tools, information and state-of-the-art resources on topics and stages from infancy to adolescence to adulthood to senior living is available 24/7 at:

www.FirstChoiceDOC.com

At the Work/Life Resources button enter the following:

Username: firstchoice
Password: health2005

One Union Square
600 University Street Suite 1400
Seattle, WA 98101
www.fchn.com

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Contacting the Physician Assistance Program

When calling to initiate a referral or consultation you will always reach a highly trained and courteous staff member—you'll never be asked to navigate a menu of telephone options or to leave a voice message. Twenty-four hours a day, seven days a week, you'll be greeted by a trained professional who will go to great lengths to understand your questions, concerns, and preferences.

To make the referral process convenient and efficient, you'll be asked just a few simple questions about your concerns and preferences. This helps us connect you quickly to an experienced and qualified professional in your preferred location.

The questions you are asked will be similar to these:

- What is your name?
- Which hospital are you affiliated with?
- What health insurance coverage do you have (so that we can connect you to a provider who could continue to meet with you after your assessment or consultation appointments)?
- In which city would you like to meet with a counselor?
- What are the telephone numbers at which you can be contacted?

- Is it OK to leave a message for you at those phone numbers?
- Would you prefer to meet with a male or a female counselor?
- Generally, what is the issue or concern you'd like to discuss?
- Is this a crisis situation (is anyone in danger at this time)?

Once our customer service staff member understands your questions or concerns, a counseling professional in your preferred location will contact you by phone to offer dates and times for an initial appointment. Speaking with the provider by phone gives you the opportunity to ask questions about their background, training and counseling style. ■

www.FirstChoiceDoc.com