

A CME and CE Workshop for Physicians and Licensed Health Care Professionals On:

The Transformative Effect of Positive Conflict Resolution

Presentation Overview

This presentation provides a comprehensive overview of effective positive conflict resolution strategies that can be applied across various clinical settings with diverse clinical and non-clinical staff. We will explore fundamental conflict resolution principles, emphasizing the importance of cultural and linguistic competency to tailor approaches. Through engaging case studies and practical examples, participants will gain insights into identifying conflict sources, employing empathetic communication and leveraging culturally appropriate resolution models. By the end of the session, attendees will be equipped with actionable techniques to transform potential conflicts into opportunities for growth and collaboration, ensuring harmonious and productive interactions in any context.

At the end of the program, attendees should be able to:

- Understand the basic principles of conflict resolution and describe the factors leading to conflicts.
- Recognize the role of language and communication styles in conflict situations and distinguish between constructive and destructive conflict resolution behavior.
- Identify key cultural dimensions that impact conflict resolution and discuss the approaches to conflict resolution.
- Use culturally and linguistically appropriate language during conflict resolution scenarios and apply communication skills to mitigate conflict.
- Implement specific conflict resolution strategies that are effective across multiple settings.
- Empathize with and view conflicts from multiple scenarios presented in case studies.

1.5 CME and CE Credits Offered



CalOptima Health

caloptima.org

CalOptima Health, A Public Agency



EVENT INFORMATION

When:

Wednesday,
June 11, 2025

Time:

Noon–1:30 p.m.

Where:

Zoom webinar

For questions,
please email
continuingeducation@caloptima.org.

Space is limited! Please
RSVP by Monday,
June 9, 2025,
through the link or QR
code below:

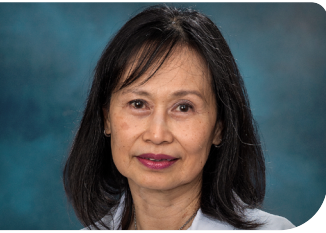
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In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request. For any special requests, please contact Quynh Tran at 657-235-6865 two weeks before the meeting date.

Guest Speaker:

Thanh-Tam Nguyen, M.D., FAAP, MS



Dr. Nguyen earned a bachelor's degree in biology from the University of Chicago, her medical degree from the Loyola Stritch School of Medicine and a Master of Science degree in counseling from Divine Mercy University. She completed her residency training in internal medicine and pediatrics and a primary care psychiatry fellowship at the University of California, Irvine Medical Center. Dr. Nguyen has worked in academic medicine, private practice and public health, and has spent more than 20 years with California Children's Services (CCS). She began at Orange County CCS and has been Medical Director of the Whole-Child Model Program (WCM) at CalOptima Health since November 2018, when CCS became a Medi-Cal managed care plan benefit in select California counties. The goal of WCM is to improve health care coordination for the whole child, rather than handle CCS conditions separately. Dr. Nguyen is dedicated to the mission and values of both the WCM program and CalOptima Health in providing the highest level of compassionate care and excellent quality services to her patients and families. She enjoys gardening, listening to audiobooks, volunteering for a Catholic youth group and medical missions, and spending time with her children and family.

CME Accreditation Statement: This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the University of California, Irvine, School of Medicine and CalOptima Health. The University of California, Irvine, School of Medicine is accredited by the ACCME to provide continuing medical education for physicians.

Credit Designation Statement: The University of California, Irvine, School of Medicine designates this virtual activity for a maximum of *1.5 AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Disclosure: All presenters and individuals who planned this event do not have financial interests to disclose.

California Assembly Bill 1195 and 241

This activity is in compliance with California Assembly Bill 1195 and 241, which require CME activities with patient care components to include curriculum in the subjects of cultural and linguistic competency and implicit bias. It is the intent of AB 1195 and AB 241 to encourage physicians and surgeons, CME providers in the State of California, and ACCME to meet the cultural and linguistic concerns of a diverse patient population and reduce health disparities through appropriate professional development. Please see the CME website, www.meded.uci.edu/cme, for AB 1195 and AB 241 resources.

CE Accreditation Statements:

BRN — This provider has been approved by the California Board of Registered Nursing, Provider #CEP 11596 for 1.5 contact hours.

CAMFT — CalOptima Health is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs and/or LEPs. CalOptima Health maintains responsibility for this program/course and its content. Course meets the qualification for 1.5 hours of continuing education credit for LMFTs, LCSWs, LPCCs, and/or LEPs as required by the California Board of Behavioral Sciences. Provider #129350.

NCHCE — Sponsored by CalOptima Health, a designated provider of continuing education contact hours (CECH) in health education by the National Commission for Health Education Credentialing Inc. This program is designated for certified health education specialists (CHES) and/or master certified health education specialists (MCHES) to receive up to 1.5 total Category I continuing education contact hours. Maximum advanced-level continuing education contact hours are 0. Provider ID #: 10167. Total Contact Hours earned: 1.5; Entry-level contact hours earned: 1.5; Advanced-level contact hours earned: 0.

AGENDA:

Noon: Welcome/
Introduction — Aulina
Bradley, RN, BSN,
MBA, Director, Clinical
Operations Training,
CalOptima Health

12:05 p.m.: Guest
Speaker — Thanh-Tam
Nguyen, M.D., FAAP, MS,
Medical Director, Whole
Child Model/Behavior
Health, CalOptima Health

1:15 p.m.: Q&A Session

1:30 p.m.: Closing

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