

P02-435

## HOW TO DIAGNOSE AND MANAGE “DIFFICULT” PATIENTS - DEVELOPMENT OF A WORKSHOP FOR INTERPROFESSIONAL AUDIENCE

D. Kljenak

Psychiatry, University Health Network, University of Toronto, Toronto, ON, Canada

**Introduction:** More than 15% of patients who present to a primary care clinic are considered “difficult” yet interprofessional members of primary care clinics receive little training on how to diagnose and manage these patients.

**Objectives:** Become familiar with successful method of workshop development on how to diagnose and manage “difficult” patients to interprofessional audience of six community health centers.

**Aims:** The aim of the workshop was to enhance primary care providers’ capacity to diagnose and manage "difficult" patients as well as serve as a pilot program for a larger conference on managing "difficult" patients.

**Methods:** A half-day workshop was designed to fill this perceived need of community health providers to learn how to diagnose and manage “difficult” patients. The workshop consisted of didactic presentation and case based small group learning.

This workshop served as a pilot program for the development of larger conference for community providers on managing “difficult” patients.

**Results:** The workshop was evaluated by participants. 100% of respondents agreed that the workshop was relevant to their work and 87.5% of respondents reported that the workshop will alter their clinical practice.

**Conclusion:** The workshop has met participants’ perceived learning needs as well as served as a pilot program for a larger conference on managing difficult patients.