

PRACTICE MANAGEMENT

Access to Medical Records

7 minutes/1983

Added: 9/96 Requests: 15 User rating: 4.7

*Milner-Fenwick
Timonium, MD*

Who should or should not have access to medical records? This video establishes standards for processing access requests, delineates the potential liabilities associated with granting or withholding access inappropriately, and explains the importance of conscientious record management for a positive clinic-patient relationship. AVAILABLE FROM: Milner-Fenwick, Inc., Health Education Video Library, 2125 Greenspring Dr., Timonium, MD 21093.

The Art of Setting Limits: How to Diffuse Verbal Exchanges Before They Become Confrontations

40 minutes

Added: 9/96 Requests: 30 User rating: 4.9

*Crisis Prevention Institute
Brookfield, WI*

This videotape offers practical, proven guidelines to effectively manage difficult situations before they escalate. With a focus on careful listening and empathy, no win@ situations can be avoided, allowing opportunity for therapeutic rapport.

Bilingual Medical Interview I

31 minutes/1987

Added: 9/96 Requests: 1 User rating: 6.0

*BAHEC
Boston, MA*

Health professionals are increasingly challenged to communicate with patients of different cultures. The medical interviewer needs special knowledge and communication skills to overcome language and cultural barriers. This training program improves bilingual medical interviewing skills by illustrating common barriers to communicating with non-English speaking patients, new roles and procedures for working effectively with medical interpreters, and the impact of cross-cultural medical encounters. Part II focuses on the geriatric population. AVAILABLE FROM: Boston Area Health Education Center, Nursing Ed. Bldg., Rm. # 209, Boston MA 02118. (617) 534-5258. COST: \$150 or \$250/set (*see below*) plus training guide.

Bilingual Medical Interview II: The Geriatric Patient

25 minutes/1989

Added: 9/96 Requests: 0 User rating: n/a

*BAHEC
Boston, MA*

This video focuses on the geriatric population and shows actual medical interviews with five patients from diverse cultural backgrounds. It is an excellent resource regarding patient/doctor relationships and communications, and contains scenes that are both moving and illustrative. AVAILABLE FROM: Boston Area Health Education Ctr, Nursing Ed. Bldg., Rm. # 209, Boston MA 02118. (617) 534-5258. COST: \$150 or \$250/set (*see above*) plus training guide.

Blaze of Glory Should Not Equal Burnout: Caring for the Caregiver

82 minutes/1996

Added: 9/96 Requests: 6 User rating: 5.2

*DHHS/HRSA/BPHC &
HCH Clinician 's Network*

In this video, Dr. Terry Tafoya, a Native American story teller and psychologist, describes how clinicians can effectively channel stress associated with burnout into positive personal growth. Dr. Tafoya presented this at the First Annual Meeting of the Health Care for the Homeless Clinicians' Network in June 1996. AVAILABLE FROM: National Clearinghouse on Primary Care Information, 800-400-BPHC.

Both Ends Burning: Working with People with AIDS*Fanlight Productions*

14 minutes/1994

Boston, MA

Added: 9/99 Requests: 0 User rating: n/a

This video is aimed at health care and social service workers who face the high stress levels of AIDS-related jobs. Through dramatization and interviews, it touches on the range of fears and ambivalent feelings experienced, as well as the organizational problems which HIV has created, for the individuals and the agencies. This video is a good catalyst for discussion of difficult and uncomfortable issues and would be a helpful component in stress management programs for staff, as well as in preparing students and new workers for what they are about to face. Study guide included. AVAILABLE FROM: Fanlight Productions, 4196 Washington Street, Ste. 2, Boston, MA 02131. Phone (800) 937-4113.

Creativity in Management*Video Arts*

37 minutes/1991

Northbrook, IL

Added: 9/96 Requests: 14 User rating: 4.9

John Cleese believes that creativity is not a talent, but a way of operating or a mode of behavior that is essential for the success of every organization. Yet, creativity is often stifled by management, administrative detail, and traditional practices. Or, if creativity flows too freely, it may obscure objectives and cause distractions. In this video, Cleese explains the five steps needed to create an environment in which creativity can flourish and, most importantly, be harnessed effectively. AVAILABLE FROM: Video Arts, Inc., 8614 West Catalpa, Chicago, IL 60656. Phone: (800) 553-0091.

Confidentiality: Legal and Ethical Concerns in Healthcare.*Medcom/Trainex*

24 minutes/1996

Cypress, CA

Added: 9/96 Requests: 61 User rating: 5.0

This video program weaves together the testimony of professionals, illustrative dramatic scenes in health care settings, and colorful graphics to examine confidentiality in the following areas: (1) defining confidentiality; (2) breach of confidentiality; (3) maintaining confidentiality; and (4) reporting laws. In addition, a portion of the video presents hypothetical situations that a caregiver may confront on the job.

Healthcare for the Homeless: You Must Never Give Up.*Fanlight Productions*

33 minutes/1991

Boston, MA

Added: 9/96 Requests: 41 User rating: 4.8

Health and mental health problems are key links in the chain of homelessness. This video documentary looks at the health care needs of homeless individuals and families and examines programs created to meet those needs. It also illuminates many issues for health care in settings such as hospital emergency rooms or community clinics. This is a good tool for stimulating awareness among health and social service workers, students, and others. *Award of Distinction, American Medical Writers Assn.* AVAILABLE FROM: Fanlight Prod., 4196 Washington Street, Ste. 2, Boston, MA 02131. Phone (800) 937-4113.

Hennepin County's Street Case Management Project*Hennepin Co. Adult Services, Chemical Health Div.*

9 minutes/2001

Des Moines, IA

Added: 1/02 Requests: 0 User rating: n/a

This video is an overview of the Hennepin County Street Case Management Project (SCMP). This project - in operation since January 1996 - provides services to persons who are homeless, chemically dependent, and utilizing high levels of detox services as well as the Hennepin County Medical Center emergency department services. This video is an overview of how the SCMP provides innovative services to this population. AVAILABLE FROM: Hennepin County Adult Services, 1800 Chicago Ave. South, Minneapolis, MN 55404. 612/879-3597. COST: \$8.95 (includes shipping)

Humor Prescription

23 minutes/undated

Added: 9/96 Requests: 89 User rating: 4.7

*American Media**Des Moines, IA*

This is an excellent video to teach staff how to reduce stress and create a more positive and productive environment. C.W. Metcalf addresses the audience in a personal, sensitive, and humorous way. He states that humor is an attitude that is learned, and he takes the audience through an exercise of perspective, in particular, a humor perspective. Ideal for in-service trainings and meetings, everyone will benefit from this video. A training leader's guide is included. AVAILABLE FROM: American Media, Inc., 1454 30th St., West Des Moines, IA 50265. Phone: (800) 262-2557.

The Joy of Stress

21 minutes/1986

Added: 9/96 Requests: 23 User rating: 3.7

*Rank Roundtable Training**Beverly Hills, CA*

In this presentation, best-selling author Dr. Peter Hanson shares practical advice that can enhance success, performance, and health at work and at home. Kenneth H. Blanchard, Ph.D., co-author of *The One Minute Manager*, contributes valuable additional insights. Everyone who has experienced the harsh reality of stress mis-management can benefit from this video. AVAILABLE FROM: CRM Films, 2233 Faraday Ave., Carlsbad, CA 92008-9829. Phone: (800) 421-0833.

The Last Laugh

57 minutes/1990

Added: 9/96 Requests: 10 User rating: 4.3

*Last Laugh Productions**Santa Cruz, CA*

Celebrating the healing power of laughter, this video documents a three-day comedy workshop for People with AIDS. Nine men, who had never set foot on a stage, volunteered for an opportunity to turn around their sadness and isolation with the dramatic weapon of laughter. Along with support from a professional comedian mentor, each man developed and performed and act before a sold out crowd at the Coconut Grove, Santa Cruz, CA. *The Last Laugh* is about the human spirit. One PWA defined his interest by saying, "I hope that we can show people that we are not just dying bodies. I want to show we can have a sense of humor about ourselves, that we have a heart and a concern for humanity, and that we're still fun."

Nonviolent Crisis Intervention. Volume I: The Preventative Techniques

27 minutes/1993

Added: 5/98 Requests: 5 User rating: 4.6

*Crisis Prevention Institute**Brookfield, WI*

Nonviolent Crisis Intervention is a non-harmful behavior management system to aid staff in maintaining the best possible care and welfare of agitated or out of control individuals - even during their most violent moments. This video is designed to help staff develop preventative techniques necessary to defuse potentially violent situations. It also presents a philosophy of care and welfare, as well as safety and security, for persons involved in interventions. AVAILABLE FROM: National Crisis Prevention Institute, 3315-K North 124th St., Brookfield, WI 53005. Phone: (800) 558-8976.

Nonviolent Crisis Intervention**Volume II: Therapeutic Physical Intervention**

30 minutes/1993

Added: 5/98 Requests: 4 User rating: 5.8

*Crisis Prevention Institute**Brookfield, WI*

Nonviolent Crisis Intervention is a non-harmful behavior management system to aid staff in maintaining the best possible care and welfare of agitated or out of control individuals - even during their most violent moments. This videotape is a continuation of Volume I and is designed to demonstrate the basic therapeutic physical intervention skills necessary to manage violent situations. AVAILABLE FROM: National Crisis Prevention Institute, 3315-K North 124th St., Brookfield, WI 53005. Phone: (800) 558-8976.

Taking a Sexual History

29 minutes/1996

Added: 9/96 Requests: 1 User rating: 4.0

*Fanlight Productions**Boston, MA*

This video provides real-world models of ways to conduct HIV risk assessment. The unrehearsed vignettes show a variety of clinicians (physicians, psychiatrists, nurse practitioners, and a psychologist) interviewing patients about their sexual and drug-using histories. The approaches demonstrated will enable clinicians to assess risks for HIV and other sexually transmitted diseases, as well as for the variety of other health risks associated with drug use. AVAILABLE FROM: Fanlight Productions, 4196 Washington Street, Ste. 2, Boston, MA 02131. Phone (800) 937-4113.

**Working Effectively with MICA Clients in
Community Residences**

/1994

Added: 1/01 Requests: 0 User rating: n/a

*Mental Illness Chemical Abuse Research & Education**Melrose Park, PA*

This video provides training for persons who work with mentally ill chemical abusers. It can be used to orient staff and/or as a supplement to ongoing clinical and managerial supervision, staff training and development. Areas covered include psychosocial assessment, substance abuse assessment, working effectively with MICA clients, and numerous case studies.

**Working with the Homeless: A Video-Based
Training Manual (Third Edition)**

56 minutes/1990

Added: 5/99 Requests: 0 User rating: n/a

*University of Massachusetts**Boston, MA*

This video-based training module presents materials for use as a basic training of those who work with homeless people and those who seek to understand their problems and needs. New shelter employees, volunteers, staff in related service agencies, as well as citizens concerned with the plight of homeless people can benefit from this module. The manual is designed as a companion to the video program. The overall training objectives of the module are: (1) to describe the general causes of homelessness and the diverse problems of homeless people; (2) to increase the understanding of how shelters help to meet the needs of homeless people; and (3) to improve the ability of staff at shelters and related agencies to respond to common emergencies presented by their clients.. AVAILABLE FROM: Center for Communications Media, University of Massachusetts/ Boston, Boston, MA 02125-3393. (617) 287-5000. Cost: \$43.00.

**Worlds Apart: A Four –Part Series
on Cross-Cultural Healthcare**

47 minutes (total)/2003

Added: 1/04 Requests: 0 User rating: n/a

*Fanlight Productions**Boston, MA*

These films follow patients and families faced with critical medical decisions, as they navigate their way through the health care system. Filmed in patients' homes, neighborhoods and places of worship, as well as hospital wards and community clinics, *Worlds Apart* provides a look at both the patients' cultures and the culture of medicine. This series is a valuable tool for raising awareness about the role socio-cultural barriers play in patient-provider communication and in the provision of health care services for culturally and ethnically diverse patients.

(1) **Justine Chitsena's Story.** Justine needs surgery for a congenital heart defect, but her mother and grandmother, refugees from Laos, worry that the scar left by the operation will damage her in her next reincarnation. They want to seek advice from the local Buddhist temple. **11 Minutes**

(2) **Mohammad Kochi's Story.** Mohammad, a devout Muslim from Afghanistan, had surgery for stomach cancer, but is now refusing the chemotherapy recommended by his physician. His daughter thinks he may fear that the kind of chemotherapy offered will prevent him from observing daily prayer, and wonders if a professional translator might have avoided misunderstandings. **14 Minutes**

(3) **Robert Phillips' Story.** Robert, a health policy analyst who is African-American, believes he's likely to wait twice as long as a white patient for the kidney transplant he needs. He's looking for a new nephrologist — someone who will be more sensitive to his concerns. *10 Minutes*

(4) **Alicia Mercado's Story.** Alicia, a Puerto Rican immigrant, has strong beliefs about using natural home remedies rather than prescription medications. Her diabetes, hypertension, asthma, and depression have been aggravated by her recent eviction from her apartment of eighteen years, which has also disrupted the continuity of her care. Her son worries about the "assembly line" care he feels she is receiving. *13 Minutes*

The interactions between these patients and their health care providers reveal a great deal about both problems and opportunities in cross-cultural health care. Study guide is available. AVAILABLE FROM: Fanlight Productions, 4196 Washington Street, Ste. 2, Boston, MA 02131. Cost: \$369.00.