

1. Develop a more comprehensive understanding, from the patient's perspective, of the experience of chronic pain, serious medical illness, and mental illness.
2. Appreciate the challenges of encountering the healthcare system when suffering from a serious mental illness, e.g., the particular challenges associated with involuntary psychiatric hospitalization.
3. Gain insights from the patient's perspective regarding helpful versus unhelpful clinical approaches in the context of difficult clinical encounters.
4. Understand the importance of assessing patients not just for vulnerabilities, illnesses, or problems, but also including an assessment of the patient's strengths and virtues.
5. Define the concepts of empathy and emotional intelligence.
6. Explain the underlying locus and causes of difficult interactions in medical encounters.
7. Identify factors that help to avoid emotional escalation in difficult encounters.
8. Identify and implement behaviors that manage difficult encounters and avoid emotional escalation.