

DANIEL O'CONNELL, Ph.D.
Training, Coaching and Consultation

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Education:

B.A. Cornell University, 1974, Major in Biology, Minor in Psychology.

M.S.W. University of Maryland School of Social Work, 1980.

Ph.D. University of Rhode Island, 1988, Clinical Psychology

Internship Brown University School of Medicine, 1987-1988

Professional Experience:

1990-present Training, coaching, consultation in health care and professional service organizations, universities and industry. Focusing on communication, leadership, human services personnel issues, behavioral medicine, team development, patient satisfaction improvement, and personal development of service providers and managers. Providing large and small group education programs, seminars, in-depth workshops and retreats, as well as individual and small group coaching and large and small group consultation.

2002-2008 Private practice in child and adult clinical psychology

1990-present Faculty member since 1990 and Regional Consultant since 1994 for the Institute for Health Care Communication. Conduct trainings and consultation for health care organizations and provider groups to enhance communication skills with patients and address psychosocial difficulties that arise in medical practice. Train and support other faculty and assist in developing programs in the Northwest of the U.S. and throughout the country.

1993-present Faculty member, the Foundation for Medical Excellence, Portland, Oregon. Develop and conduct trainings for health care providers to enhance communication skills with patients and address behavioral medicine issues in practice.

1993-present Clinical Instructor, Department of Psychiatry and Behavioral Sciences, University of Washington Medical School. Teach behavioral medicine and communication skills. Teaching includes live and video coaching, seminar and workshop leadership and case consultation and lecturing and curriculum development.

1995-2002 Child and Adult Clinical Psychologist at Pacific Medical Clinics, Seattle, WA. Practice includes psychological assessment and treatment of adults and children using brief, problem focused models as well as longer-term therapy and support. Interests include addictive behaviors and lifestyle change as well as the treatment of more straightforward mental health and adjustments problems.

1988-1995 Chief, Mental Health Department, Pacific Medical Center and Clinics, Seattle, WA. Directed a 10-member multidisciplinary mental health department within a 150-provider multi-specialty medical group. Supervised the mental health and chemical dependency care of 45,000 capitated health plan members among the 90,000 users of the medical group. Administered a network of contracted providers and in-patient and outpatient treatment programs.

1987-1988 Internship, Brown University School of Medicine. Adult and child mental health and chemical dependency

1984-1987 Researcher in the Self-Change Laboratory at the University of Rhode Island. This lab was funded primarily by National Cancer Institute Grants to James O. Prochaska, Ph.D. Focus of research was development and testing of models for understanding and improving the ways in which individuals and professionals promote change in a wide spectrum of behavioral health problems.

1981-1984 Therapist and Team Leader, Family and Children's Service, Ithaca, NY. Provided outpatient counseling to adults and children. Supervised 5 staff therapists. Member Field Placement Faculty, Syracuse University School of Social Work. Board member, Group Homes of Tompkins County.

1981-1984 Emergency Services Clinician, Tompkins County Mental Health Department, Ithaca, NY. Provided after-hours emergency assessments for county residents, including hospital emergency room and county jail.

1980-1981 Psychiatric Social Worker, Willard Psychiatric Center, Willard, NY. Provided individual and group therapy on a psychiatric unit of a state hospital. Planned discharges.

1978-1980 Emergency Service Worker, Carter Psychiatric Center, associated with the University of Maryland Medical School, Baltimore, MD. Provided initial interview with patients and families in psychiatric emergency setting, and followed-up on dispositions.

1977-1978 Supervisor, Richmond Fellowship, London, England. Supervised 4 therapeutic communities for adolescents with mental health and substance abuse problems. Faculty member of the Richmond Fellowship Training College. Taught courses in counseling and milieu therapy to the staffs of 25 therapeutic communities throughout Great Britain.

1974-1977 Counselor and later Director, The Oak Hill House, Hagerstown, MD. Directed a therapeutic community for 15 adolescents with mental health, delinquency and chemical dependency problems. Supervised 6 staff. Responsible for all financial, grants development and clinical aspects of this residential program, Field supervisor for the undergraduate social work program of Shepherd College, Shepherdstown, West Virginia.

Publications:

O'Connell, D. (2008) Resolving Adverse Medical Outcomes. *Physician Insurer*. 2nd Quarter 2008. Physician Insurers Association of America

O'Connell, D. (2008 3rd ed., 1997 1st ed.). Behavior Change. In Feldman, M.D. and Christensen, J.F., (eds.), *Behavioral Medicine: A guide for clinical practice*. Pgs 141-157. Appleton Lange, Stamford, CT.

Bonvici K and O'Connell D (2008) Disclosing medical errors: restoring client trust. *Compendium Equine*. Jan-Feb 2008;14-22.

O'Connell D and Bonvicini K (2007) Addressing clients' disappointments in veterinary practice. *Vet Clinics of NA*.

Boyle D, O'Connell D, Platt FW and Albert RK (2006) Disclosing Errors in the ICU. *Critical Care Medicine*. 34(5)

Baker LH, O'Connell D., and Platt FW. (2005) What else: setting the agenda for the clinical interview. *Annals of Internal Medicine*. 143(10) 766-770.

O'Connell, D and Reifsteck, SW (2004) Disclosing Unexpected Outcomes and Medical Error. *Journal of Medical Practice Management*. May/June, 2004. Vol 19(6) 317-323.

O'Connell, D. (2003 2nd ed., 1997 1st ed.). Behavior Change. In Christensen, J.F., and Feldman, M.D., (eds.), *Behavioral Medicine in Primary Care: a practical guide*. Appleton Lange, Stamford, CT.

O'Connell, D, White, MK, Platt, F. (2003). Disclosing unanticipated outcomes and medical errors. *Journal of Clinical Outcomes Management*, 10(1).

O'Connell, D and Baker, L. (2000) Communication skills for the health care team: physicians, medical and office staff. *The Satisfaction Monitor*. Press Ganey. March/April, 2000.

O'Connell, D. (2000) The non-compliant patient: How far does the treating physician need to go? *Forum: Risk Management Foundation of the Harvard Medical Institutions*. Vol. 20, No. 2. February, 2000.

O'Connell, D. (2000) Using words to improve your patient's health. *Patient Care*. March 15, 2000. 133-141.

O'Connell, D, Keller, V.E. (1999) Communication: a risk management tool. *Journal of Clinical Outcomes Management*, 6(1), 35-37.

O'Connell, D., Velicer, W.F. (1988). A decisional balance measure and stages of change model for weight loss. *The International Journal of Addictions*, 23 (7), 729-750.

Prochaska, J.O., Wilcox, N.S., and O'Connell, D. (1986, August) *Integrative research on change through psychotherapy*. A panel presented at the 94th annual meeting of the American Psychological Association, Washington, DC.

O'Connell, D. and Velicer, W.F. (1985, June). *The stages of change model and the decision to lose weight*. A paper presented at the annual meeting of the Western Psychological Association, New York, NY.

Training and Consultation:

More than 400 half or full day workshops for clinicians in the United States and Canada on improving communication skills, dealing with difficult patients, preventing malpractice suits through effective communication, development of coaching skills for peer consultation, remedial training for providers with problems in these areas, and programs to increase provider effectiveness in helping patients make health behavior changes.

Facilitator for organizational retreats in professional service organizations, universities and industries emphasizing team building, communication skills, leadership and management training and development.

Conduct large and small group training for developing human resource management and leadership skills

Develop and lead training in the areas of sexual harassment prevention, constructive workplace relationships, dealing with difficult interpersonal situations, negotiating and resolving interpersonal disputes. Programs offered to date for health care, law firms, universities and industry and sales settings.

Lead or co-lead more than 50 train-the-trainer courses for the health care providers and leaders. Developed their seminar leadership skills, and personal effectiveness as trainers in health care communication.

Individual coaching, live or with video, with more than 200 physicians to improve communication skills, increase time efficiency and effectiveness and improve patient satisfaction.

Consultation with provider groups and health plans on improving provider skills to enhance patient satisfaction and time efficiency.

Consultation with primary care, specialty and mixed groups on patient satisfaction, team building, conflict resolution.

Some Recent References:

Affiliated Health Services
Academy of Orthopedic Foot and Ankle Surgeons
Ada County Medical Society
Adventist Health System
Advocate Health System
Alaska Native Medical Center
Allina Health System
American College of Gastroenterology
Anesthesia Associates
Ascension Health System
Association of American Medical Colleges
Banfield Veterinary Hospitals
Bayer Institute for Health Care Communication
Bon Secours Health System
Bridgeport Hospital
Bristol Park Medical Group
British Columbia Health Region
British Columbia Workmen's Compensation Board
Calgary Health Region
California Department of Health

California Medical Association
California Quality Collaborative
California Society of Health Risk Managers
Canadian Society of Physician Executives
Capital Health Region Edmonton
CAP-MPT Insurance
Cardiac Study Center
Carle Hospital and Clinics
Catholic Healthcare West
Children's Hospital and Medical Center, Seattle, WA
Clinic Ole Community Health Clinic, Napa, CA
Colorado Physicians Insurance Company
CRICO
Delta Building Products
Digestive Health Services
Duke University Health System
East Toronto Medical Center, Toronto
Evergreen Hospital
Everett Clinic
Facey Medical Group
Foster, Pepper & Shefelman
Foundation for Medical Excellence
Franciscan Health System
Greenwich Hospital
Group Health Cooperative of Puget Sound
Harvard Risk Management Foundation
Hazelden Foundation
Health Quality Council of Alberta
Healthcare Roundtable
Health Care Coalition of Texas
HealthPoint Community Clinic
Highline Medical Group
Hoag Medical Center
Huntington Hospital
Illinois State Medical Insurance Exchange
Institute for Healthcare Communication of Canada
Iowa Clinic
JCAHO
Johns Hopkins Medical Center
Kahl Insurance Services
Kaiser Permanente
Kings Daughters Medical Center
Lexington Veterans Health System
Little Company of Mary Hospital, Torrance, CA
Little Company of Mary Hospital, San Pedro, CA
Madison Patient Safety Foundation
Madrona Medical Group
Medical Group Management Association
New York Health and Hospital Corporation

Michigan Physicians Insurance Exchange
Midwest Mutual Insurance Co.
Minor & James Medical Group
Mount Sinai Medical Center, Toronto
National Patient Safety Foundation
NAVOS Psychiatric Services
Newfoundland and Labrador Health System
New York Health and Hospital Corporation
NORCAL Insurance
Norton Sound Health System, Nome, AK
Northwest Patient Safety Coalition
Northwest Physicians Mutual Insurance Company
Optima Health Services
Orange County Medical Society, CA
Oregon Clinic Cardiology
Oregon Health Sciences University
Oregon Medical Association
Oregon's Psychological Association
Oregon Society of Health Risk Managers
Overlake Clinic
Queen Alexandra Center for Children
PacifiCare
PacMed Clinics
Pacific Benefit Group on Health
Peace Health
Physicians Insurance Association of America
Piedmont Medical Insurance Trust
Pierce County Medical Society
PICA Podiatry Liability Insurance
Polyclinic
Province of Alberta
Province of British Columbia Health System
Province of Saskatchewan Health System
Province of Labrador/Newfoundland Health System
Providence Health & Services
Providence Medical Center, Anchorage, Seward, Kodiak Island, AK
Providence Hospital Portland, OR
Providence St. Vincent Medical Center, Beaverton, OR
Quality Health Care Network of Ontario
Radia Diagnostic Imaging
Reed McClure Law Firm
Riverside County Medical Association
Rockford Clinic
San Antonio Community Hospital
Salem Hospital
Saltzer Medical Group of Boise
San Francisco Health Plan
Santee Health Systems
St. Mary's Medical Center, Georgia

Seattle OB/GYN Group
Seattle Gynecological Society
Seattle University
Sharp Community Medical Group
Skagit Valley Medical Center
Southcentral Foundation, Anchorage, AK
SSM Health System
State of California, Cancer Detections Office
State Volunteer Mutual Insurance Co.
Swedish Medical Group
Swedish Medical Center
Tacoma Digestive Disease Centers
Trauma Associates of Legacy Medical Center
Trillium Medical Center, Toronto
University of Rochester School of Medicine
University of Virginia Medical Center
University of Washington School of Medicine Residencies
University of Washington Physicians Network
University of Washington Medical Center
US Oncology
Utah Mutual Insurance Association
Valley Internal Medicine
Vancouver Island Health Authority
Veterans Health System
Virginia Mason Medical Center
Washington Health Foundation
Washington Physicians Health Program
Washington Society of Health Risk Managers
Washington State Medical Association
West Virginia Mutual Insurance
Western Canadian Addiction Conference
Western Health Improvement Network of British Columbia
Whatcom County Emergency Medical Services
Westmed Medical Group
Whatcom County Medical Society
White Memorial Medical Center
Winnipeg Health Region
Wisconsin Patient Safety Foundation
Wisconsin Physicians Insurance Company
Worksafe BC Workmans' Compensation
Yale Medical Center
Zürich Insurance Co.