Courses/Seminars

2017

Patient Safety,
Risk Management,
and Medical Legal
Education

COPIC
Better Medicine • Better Lives

COPIC Education Catalog
COPIC is dedicated to serving as your partner and a trusted resource for professional education. This publication is intended to provide an overview of the numerous education activities we offer. Please note: changes to these activities may have occurred since publication. For current seminar and course information, please go to www.callcopic.com/education.

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ACCME Accreditation

COPIC received the highest level of accreditation from the Accreditation Council for Continuing Medical Education (ACCME), highlighting our ongoing investment as a partner in education.

As of March 2016, COPIC was resurveyed by the ACCME and awarded Accreditation with Commendation for six years as a provider of CME for physicians. ACCME accreditation seeks to assure the medical community and the public that COPIC provides physicians with relevant, effective, practice-based continuing medical education that supports U.S. health care quality improvement.

COPIC has always emphasized the value of professional education and our accreditation status enhances our commitment to this:

- COPIC is one of a few medical professional liability carriers to receive “Accreditation with Commendation,” and this status places us among the ranks of several professional societies, certain state medical societies, and recognized medical schools.
- COPIC is able to serve as a joint provider for activities with medical groups, facilities, or hospitals, meaning we can plan and implement CME activities with organizations that are not accredited by ACCME.

COPIC Points Program

The COPIC Points Program allows insured physicians and eligible allied health professionals to participate in education seminars and courses, and earn points that apply toward an associated premium discount.

The COPIC Points Program:

- Occurs on a one-year calendar cycle.
- Participants need to have 3 COPIC points annually in order to qualify for the Preferred premium discount on the subsequent year’s renewal.
- If participants have more than 3 COPIC points in a given year, they can roll over excess points (up to a maximum of 6 points) to apply to the subsequent year.
- New physicians automatically receive the premium discount, but need to participate in the program during their first full year of being COPIC-insured to maintain the discount for the subsequent year.
- The program is the same for full- or part-time physicians.
- The following allied health professionals (AHPs) are now eligible to participate in the COPIC Points Program: Anesthesiology Assistants, Certified Registered Nurse Anesthetists, Clinical Nurse Specialists, Nurse Midwives, Nurse Practitioners, and Physician Assistants.*

*Please note that of the AHPs listed, only those who are charged an associated premium for coverage with COPIC are eligible to receive the premium discounts.

Types of Education Activities/Registration

COPIC’s education activities are developed in direct response to suggestions from our insureds, experiences from occurrences and claims, and national literature and patient safety materials.

In-person seminars are held throughout the year at various locations. They cover timely, relevant topics in areas such as patient/staff communications, clinical risk management, legal risk management, and physician support. After you register for a seminar, you will receive a confirmation email. When you attend the seminar, please sign in upon arrival to confirm your attendance, and then following the seminar, the associated COPIC points will be credited to your balance.

If you are interested in scheduling a seminar at your facility or practice, please contact Carmenlita Byrd at cbyrd@copic.com or (800) 421-1834, ext. 6131.

On-demand courses allow you to earn COPIC points through opportunities such as online education modules and interactive case studies that can be completed on your computer when it is convenient for you. These courses are developed by COPIC and other online education partners and professional medical organizations. When you select a course, you will receive online instructions as to the next steps in taking and completing the course.

Please visit www.callcopic.com/education for a current listing of education activities and to register for these.
2017 IN-PERSON SEMINARS

Patient Safety and Medical Legal Curriculum
- The 3Rs Update—More Good News
- The COPIC Jeopardy Game
- Diagnostic Errors—Thinking Like Sherlock
- Inside COPIC: An Intensive Look at the World of Patient Safety and Medical Liability
- Management of Unanticipated Outcomes
- Managing Risky Issues in Mental Health: For All Clinicians
- Maximizing Safe & Effective Practice with Physicians, PAs, and NPs
- The Opioid Crisis Part I: The Pain That Won’t Go Away
- The Opioid Crisis Part II: Strategies for Reducing the Burden
- Patient Safety for Physicians in an Office Setting
- Preventing Readmissions Through IDEAL Discharge Planning
- Tales from the Hotline—Medical Stories from the Field and COPIC's Responses
- Tales from the Office Practice Hotline
- Task-Oriented Medicine
- Top Ten Issues in Patient Safety and Risk Management
- Top Ten Liability Issues for Advanced Practice Providers
- What is a Medical Error?

Communication, Teamwork, and Systems
- Can a Conversation Change an Outcome? Can a Conversation Change a Life?
- Communicating with Care
- Computing & Connecting in Medicine
- Dangerous Encounters—Active Shooter Response
- Difficult Clinician-Patient Encounters
- The Fastest 20 Seconds in Surgery/ER/Primary Care
- Just Culture or Just Culture
- Management of Unanticipated Outcomes

Specialty-Specific Topics
- Case Studies in: (any requested specialty)
- Case Studies in Infectious Disease—The COPIC Experience
- The COPIC Jeopardy Game for ED/Primary Care
- The COPIC Jeopardy Game for Gynecology
- The COPIC Jeopardy Game for Obstetrics
- The COPIC Jeopardy Game for OB/GYN and FP doing OB
- The Fastest 20 Seconds in Surgery/ER/Primary Care
- It’s not Just Lessons Learned—The COPIC Neurologic Injury Task Force
- Tales from the Opioid Hotline
- Trauma in Pregnancy

Health Information Technology Issues
- Communicating Electronically with Colleagues & Patients
- Computing & Connecting In Medicine
- Disaster Preparedness
- Help Completing your (Required) Security and Privacy Risk Assessment
- Liability Aspects of Electronic Documentation
- Liability Aspects of Social Media and Medical Websites
- What if My Patient Wants to Record Our Exam?

Legal Aspects of Medicine
- Cleaning Up Physician Advertising: Physician Do’s and Don’ts
- COPIC Mock Trial

Provider Wellness, Resiliency, and Engagement
- Connecting with Patients—Are You Empathetic?
- How to Win Friends & Rediscover Medicine
- If You Want to Engage Your Patients, You May Have to Learn to Dance
- Our Careers in Medicine
- Professionalism in Medicine
- Resiliency in Medicine

CPHP Co-Sponsored Programs
- The Disruptive Physician
- Occupational Hazards of Physicians and Medical Students
- Physician Stress/Physician Self Care
- Professional Boundaries
- Substance Abuse and Addiction Among Physicians

Please note:
Some courses are listed in multiple categories. Courses are subject to change. Visit www.callcopic.com/education to see a current schedule of upcoming courses, and contact us to inquire about scheduling a seminar at your facility.
2017 PATIENT SAFETY & RISK MANAGEMENT
IN-PERSON SEMINARS

The 3Rs Update—More Good News
COPIC’s nationally recognized 3Rs Program is a practical application of the principles of transparency and accountability. This seminar examines its history, how to use the program, and practical concerns of disclosure and resolution.
• Familiarize audience with 3Rs Program’s history, operational parameters, and results.
• Formulate common sense guidelines for communicating with patients who have experienced an unanticipated outcome.
• Differentiate between the terms “error” and “unanticipated outcome.”
• Recognize liability concerns involved in the disclosure process.

1 Hour COPIC Points: 1 Communication, Patient Safety, Legal Liability, Unanticipated Outcomes, Disclosure Process

Case Studies in: (any requested specialty)
This seminar uses real COPIC cases to analyze common errors in diagnosis and strategies to reduce those errors.
• Identify current practice issues that can lead to delays and missed diagnoses commonly encountered in the health care setting.
• Examine system failures in the practice setting that can contribute to delayed or missed diagnoses.
• Recognize issues and patterns specific to practice specialties commonly encountered in today’s health care setting.

1 Hour COPIC Points: 1 Specialty-specific, OB/GYN, Infectious Disease, Emergency Medicine, Radiology, Orthopaedics, Surgical, Family Practice/Primary Care

Case Studies in Infectious Disease—the COPIC Experience
Using real, de-identified cases from COPIC claims involving infectious disease, this seminar uses an interactive format to look at pragmatic suggestions on how to recognize and respond to this difficult clinical area.
• Articulate optimal treatment of selected conditions.
• Review case examples to discuss common barriers to timely diagnosis of infectious diseases.
• Articulate evidence-based strategies for specific infectious diseases.

1 Hour CME: 1 COPIC Points: 1 Specialty-specific, Infectious Disease
Can a Conversation Change an Outcome? Can a Conversation Change a Life?

This presentation is designed to define the characteristics of (and differences between) informed consent and shared decision-making. It also looks at how shared decision-making is critical to transparent patient-centered care, which can improve outcomes while reducing medical liability. Participants will understand the value of having a family member, friend, or trusted other present during the informed consent process.

- Understand that shared decision-making (SDM) is a process, not an event, requiring modifications and regular updates that reset patient expectations.
- Explain the value of having family members or trusted others present during informed consent and SDM conversations.
- Understand how SDM improves health care outcomes.
- Describe that SDM includes informed consent, identifying patient needs, preferences, values and goals as well as discussing uncertainties, experience, costs, and having a two-way conversation.
- Describe that informed consent includes discussing risks, benefits, alternatives risk of doing nothing at all and an opportunity for questions.
- Understand that both the provider and the patient/patient’s family bring expertise to the conversation and the SDM process.
- Explain why empowered patients are a gem to the provider.

1 Hour COPIC Points: 1 Wellness, Communication, Engagement

Connecting with Patients—Are You Empathetic?

This presentation is designed to help health care professionals identify the attributes and behaviors of empathy and understand how they impact the quality of physician-patient relationships, accuracy of diagnoses, and achievement of desired medical outcomes. Participants will also observe and understand how empathy and engaging patients as partners is key to shared decision-making.

- Identify the attributes and behaviors of empathy.
- Assess and understand the impact of non-empathetic versus empathetic behaviors on the quality of physician-patient partnerships.
- Describe effective ways of demonstrating and communicating with empathy.
- Explain the six steps of shared decision making.
- Understand how empathy and engaging patients as partners is key to shared decision making.

1 Hour COPIC Points: 1 Wellness, Communication, Engagement

Communicating Electronically with Colleagues and Patients

This seminar provides an analysis of risks and best practices for the use of electronic communication technologies in health care.

- Review a range of communication technologies available to practitioners (e.g., EHRs, networks, Wi-Fi, internet, email, text messaging, smartphones, and tablets).
- Compare strengths and vulnerabilities among technologies for communicating clinical information (e.g., security, reliability, and auditability).
- Enumerate specific risks and benefits of email, texting, and information portals.

1 Hour COPIC Points: 1 Communication, Information Technology, Practice Management
Computing & Connecting in Medicine

Computers and electronic systems are now ubiquitous in medicine. This seminar describes how to use the computer to support positive patient interactions and avoid common communication problems in the electronic age.

- Demonstrate how computing affects communication in the examination room.
- Examine the 3 Cs: connect, collaborate, and close.
- Practice this skill set.

1 Hour  COPIC Points: 1  Communication, Information Technology

The COPIC Jeopardy Game

Using an interactive game show format, common issues and trends in patient safety and liability are examined.

- Identify common risk management issues frequently encountered in the practice setting.
- Examine various systems utilized in the practice setting to reduce risk and improve quality of patient care.
- Explore current issues and trends associated with practicing in today’s health care setting and develop a toolkit to reduce risks.

1 Hour  COPIC Points: 1  Clinical Risk Management, Legal Liability, Practice Management

The COPIC Jeopardy Game for ED/Primary Care

Using an interactive game show format, common issues and trends in patient safety and liability for primary care and emergency medical providers are examined.

- Identify common risk management issues frequently encountered in the ED/Primary Care setting.
- Examine various systems utilized in the ED/Primary Care practice setting to reduce risk and improve quality of patient care.
- Explore potential complications and current trends associated with primary care patients.
- Identify common medical liability risks associated with treating patients in today’s health care setting.
- Discuss adverse outcomes and explore risk management strategies to reduce medical liability in the practice setting.

1 Hour  COPIC Points: 1  Clinical Risk Management, Legal Liability, Practice Management, Primary Care, Emergency Medicine
The COPIC Jeopardy Game for Gynecology

Using an interactive game show format, common issues and trends in patient safety and liability in gynecology are examined.

- Identify common risk management issues frequently encountered in the GYN setting.
- Examine various systems utilized in the GYN practice setting to reduce risk and improve quality of patient care.
- Identify common medical liability risks associated with treating patients in today's health care setting.
- Discuss adverse outcomes and explore risk management strategies to reduce medical liability in the practice setting.

1 Hour COPIC Points: 1 Clinical Risk Management, Legal Liability, Practice Management, Gynecology

The COPIC Jeopardy Game for Obstetrics

Using an interactive game show format, common issues and trends in patient safety and liability in obstetrics are examined.

- Identify common risk management issues frequently encountered in the OB practice setting.
- Examine various systems utilized in the OB practice setting to reduce risk and improve quality of patient care.
- Identify common medical liability risks associated with treating patients in today's health care setting.
- Discuss adverse outcomes and explore risk management strategies to reduce medical liability in the practice setting.

1 Hour COPIC Points: 1 Clinical Risk Management, Legal Liability, Practice Management, Obstetrics

The COPIC Jeopardy Game for OB/GYN and Family Practice doing OB

Using an interactive game show format, common issues and trends in patient safety and liability for providers who care for pregnant patients are examined.

- Identify common risk management issues frequently encountered in the OB/GYN practice setting.
- Examine various systems utilized in the OB/GYN practice setting to reduce risk and improve the quality of patient care.
- Explore potential complications and current trends associated with OB/GYN patients.
- Identify common medical liability risks associated with treating patients in today’s health care setting.
- Discuss adverse outcomes and explore risk management strategies to reduce medical liability in the practice setting.

1 Hour COPIC Points: 1 Clinical Risk Management, Practice Management, OB/GYN, Family Practice, Legal Liability

Dangerous Encounters—Active Shooter Response

The seminar covers details of the “Run-Hide-Fight” standard being taught by law enforcement to organizations developing Active Shooter Response Plans in order to comply with new federal guidelines.

- Categorize violent encounters that health care providers and facilities should prepare for.
- Identify vulnerabilities and assets that determine the response to (and outcome of) a dangerous encounter.
- Review current concepts and guidelines for survival in active shooter and other violent scenarios.

1 Hour COPIC Points: 1 Clinical Risk Management, Legal Liability, Practice Management, Obstetrics
Diagnostic Errors—Thinking Like Sherlock
Diagnostic errors are the most common in cognitive specialties. This seminar examines the different root causes of biases and describes practical suggestions to improve your diagnostic process.

- Discuss the importance of diagnostic errors.
- Demonstrate examples of diagnostic errors.
- Develop a skill set to decrease diagnostic errors.

1 Hour CME: 1 COPIC Points: 1 Patient Safety, Legal Liability

Difficult Clinician-Patient Encounters
This seminar uses interactive, case-based vignettes to teach you how to improve your techniques with difficult patients.

- Determine what constitutes a difficult patient interaction.
- Describe how to diagnosis relationship issues.
- Formulate a skill set to use in a difficult encounter.

1 Hour COPIC Points: 1 Communication, Clinical Risk Management

Disaster Preparedness
This seminar helps organizations design their (required) disaster response plans to address environmental, biological, technological, and social disruptions that threaten health care operations.

- Review ways to optimize onsite safety and loss reduction for an organization’s people and assets.
- Discuss providing services to regular patients and new victims under adverse conditions.
- Discuss understanding the reality that staff must weigh their own family’s immediate needs against those of patients and the public.

1 Hour CME: 1 COPIC Points: 1 Information Technology, Practice Management

The Fastest 20 Seconds in Surgery/ER/Primary Care
This seminar reviews why communication is so important, and how to do it well or poorly. It focuses on how patients form their responses very quickly and how to address this during the communication process.

- Identify common concepts related to risk management and communications with patients.
- Restate various factors associated with effective communication and why they are important.
- Assess verbal and nonverbal behaviors that can contribute to miscommunication or to successful interactions in initial encounters with patients.
- Compare recommendations for improving communication and relational satisfaction during the initial medical encounter.

1.25 Hours COPIC Points: 1 Communication, Surgical, Clinical Risk Management
Help Completing Your (Required) Security & Privacy Risk Assessment

This activity provides a systematic approach to the comprehensive security and privacy risk assessment that is required by HIPAA and other regulations.

• Understand what the Office for Civil Rights expects in a HIPAA Security and Privacy Risk Assessment.
• Know what resources are available to practices and facilities in conducting a HIPAA Risk Assessment.
• Review the categories of risks that need to be considered.
• Explore a range of mitigation strategies for common risks.

1 Hour COPIC Points: 1 Information Technology, Practice Management, Clinical Risk Management

How to Win Friends & Rediscover Medicine

This seminar examines the current state of the medical profession and uses an interactive format to explore how to develop resiliency in medical careers.

• Evaluate stressful changes in the medical profession.
• Interpret the factors leading to burnout and dissatisfaction in our careers.
• Discuss opportunities for resiliency in the current environment.

1 Hour COPIC Points: 1 Wellness, Resiliency, Engagement

If You Want to Engage Your Patients, You May Have to Learn to Dance

As patients take a stronger role in managing their care, relationships between them and health care providers need to move toward collaboration and partnerships. This activity is designed to provide tools, techniques, and a process for communicating to engage, activate, and empower patients to be part of their health care team.

• Understand the role of the health care team is to partner and provide support to the patient in order to have successful engagement and subsequent activation.
• Understand that patients are not all the same; they don’t act the same, learn the same, or think the same.
• Describe how to find out what patients have experienced before, how much they want to know, how they learn best, and what their goals and preferences are for their care.
• Understand that not all patients have the skills or capacity to be fully activated, but it is the providers’ responsibility to get them to the highest level by using motivational interviewing, teach-back, and/or coaching techniques.
• Understand that effective communication helps patients receive high-quality care and experience the best outcomes for the patient and provider.

1 Hour COPIC Points: 1 Wellness, Resiliency, Engagement
It’s Not Just Lessons Learned—The COPIC Neurologic Injury Task Force

COPIC reviewed its experience with claims involving acute neurologic injuries and conditions, then developed this seminar of practical considerations from the perspective of primary care, emergency medicine, neurology, and defense attorneys.

- Describe why acute neurologic and spinal injury claims and lawsuits are among the costliest and most complex cases.
- Using a case-based example method, examine the 12 root causes of acute neurologic injury claims.
- Utilize the tools from the root causes to improve clinical evaluation and treatment of acute neurologic and spinal conditions.

1 Hour  COPIC Points: 1  Neurology, Clinical Risk Management, Legal Liability

Just Culture or Just Culture

An exploration of the concept of “Just Culture,” which focuses on a culture of accountability and open communication in health care settings. The seminar reviews guidelines for addressing provider behavior that is fair to the individual while maintaining accountability and improving patient care delivery processes.

- Describe the dynamics of accountability versus blame-free environments.
- Illustrate the individual versus institutional responsibilities.
- Identify and develop policies which reflect those competing needs.

1 Hour  COPIC Points: 1  Communication, Practice Management, Wellness

Liability Aspects of Electronic Documentation

This presentation offers an analysis of legal and clinical risks arising from technologies used by providers to generate electronic health records.

- Identify factors that cause documentation errors in electronic health records.
- Understand the scope of liability risks associated with defective documentation.
- Discuss approaches practitioners are using to reduce errors and improve the effectiveness of electronic documentation.

1 Hour  COPIC Points: 1  Information Technology, Documentation

Liability Aspects of Social Media and Medical Websites

The presentation provides an analysis of legal hazards that can occur as a result of social media participation by medical facilities, providers, staff, and their families.

- Review current social media platforms and their common features.
- Survey benefits and risks attached to the use of social media by health professionals.
- Understand ways that legal causes of action can arise through inappropriate use or malfunction of social media and website technology.

1 Hour  COPIC Points: 1  Social Media, Legal Liability
Management of Unanticipated Outcomes
This seminar examines the principles and perspectives of responding to and managing unanticipated outcomes in medicine and surgery.
- Formulate common sense guidelines for communicating with patients who have experienced an unanticipated outcome.
- Recognize liability concerns involved in the disclosure process.
- Describe how to incorporate lessons learned from unanticipated outcomes into safety initiatives.

1 Hour  
CME: 1  
COPIC Points: 1  
Communication, Unanticipated Outcomes, Disclosure Process, Clinical Risk Management

Managing Risky Issues in Mental Health: For All Clinicians
This seminar examines the six common clinical scenarios that generate patient safety concerns and medicolegal risks for health care professionals when dealing with mental health issues in their patients.
- Identify key risk factors among patients with psychiatric illness.
- More effectively manage patients with common psychiatric illnesses, such as depression, to lessen risks of negative outcomes.
- Develop skills to quickly assess high-risk clinical circumstances and strategies for responding effectively.
- Gain skills to lower the stress inherent in working with psychiatric conditions in non-psychiatric settings.

1 Hour  
CME: 1  
COPIC Points: 1  
Wellness, Stress management, Clinical Risk Management

Maximizing Safe and Effective Practice with Physicians, PAs, and NPs
This seminar reviews the regulatory and scope of practice elements that are the most important for safe and effective practice involving PAs and NPs, along with the physicians who work with them.
- Identify the NP/PA regulations.
- Illustrate examples of high-risk clinical scenarios.
- Utilize the toolkit to work more safely and effectively with PAs and NPs.

1 Hour  
CME: 1  
COPIC Points: 1  
Practice Management, Clinical Risk Management, Allied Health Professionals (AHPs)

Nonverbal Communication in Medicine—Let Me See Your Body Talk
This seminar uses interactive, case-based vignettes to demonstrate the importance of nonverbal communication and practical ways to improve your technique.
- Review the importance of nonverbal communication in medicine.
- Develop a toolkit to improve nonverbal skills.
- Examine nonverbal communication in others.

1 Hour  
COPIC Points: 1  
Communication
### The Opioid Crisis Part I: The Pain That Won’t Go Away

This seminar examines the scope of the opioid problem and uses the guidance of the CDC, FDA, medical boards, and other best practices to describe practical approaches to practice more safely with opioids.

- Describe the current opioid epidemic, state and national data, and the various contributions to it.
- State the difference between tolerance, physical dependence, and addiction.
- Distinguish the specific liability risks in the medical treatment of pain, including misdiagnosis, over prescribing or under prescribing, overdose, abandonment, diversion, and vicarious liability.
- Review materials related to recently adopted guidelines such as the CDC and the Colorado Medical Board for the treatment of chronic non-cancer pain.
- Apply tools to use in prescribing in the setting of chronic pain, including risk assessment, clinical and functional diagnoses, PDMP, opioid agreements, MED calculations, indications for pain specialist consultation, and appropriate documentation.

| 1 Hour | COPIC Points: 1 | Prescribing Practices, Clinical Risk Management, Documentation, Pain Management |

### The Opioid Crisis Part II: Strategies for Reducing the Burden

In response to the opioid epidemic and the role of health care professionals in it, this seminar reviews the reasoning and criteria for opioid dose reduction and discontinuation while teaching techniques to encourage patient buy-in with a focus on overcoming fear and resistance.

- Review candidate selection and standard of care monitoring practices for patients taking chronic opioid therapy (COT).
- Learn to communicate the risks of COT to patients and to instruct patients on harm reduction techniques.
- List appropriate scenarios for opioid dose reduction or discontinuation.
- Learn behavioral strategies to overcome patient resistance to dose change and to encourage buy-in, including gaining comfort with difficult patient interactions around opioid dose changes.
- Master dose reduction schedules and aggressive opioid withdrawal management to promote successful weaning and discontinuation.
- Recognize diagnostic criteria for opioid use disorder.

| 1 Hour | COPIC Points: 1 | Prescribing Practices, Clinical Risk Management, Documentation, Pain Management |

### Our Careers in Medicine

Medical professionals have unique traits that interact with their work and personal lives in ways that create stresses and required adaptations. This interactive seminar explores effective strategies to develop resiliency and recognize early signs of mental health problems by identifying colleagues’ distress.

- Outline new principles of personality traits, with particular relevance to medical professionals.
- Promote health adaptation of personality traits to maximize career performance.
- Construct and individualize wellness programs utilizing new education about personality traits.

| 1 Hour | CME: 1 | COPIC Points: 1 | Wellness, Resiliency |
Patient Safety for Physicians in an Office Setting

This seminar examines common errors in the ambulatory medical setting along with practical considerations and solutions to reduce those errors.

- Articulate the most common types of medical errors that occur in the office setting.
- Apply systems principles to reduce medical errors.
- Identify management decisions and early recognition of technical complications to reduce the risk of malpractice litigation.
- Integrate the Team Approach of communication into one’s practice.
- Identify “best practice” documentation and office systems to avoid system failures.

1 Hour  COPIC Points: 1  Communication

Performance Improvement for Physicians and Office Staff

This seminar examines common errors in the ambulatory medical setting along with practical considerations and solutions for providers and their staff to reduce those errors.

- Familiarize the learners with Practice Quality Reviews.
- Discuss criteria for COPIC’s Level One Guidelines used during reviews.
- Recognize liability concerns regarding Level One Guidelines.

1 Hour  COPIC Points: 1  Practice Management, Clinical Risk Management, Teamwork, Systems, Communication

Preventing Readmissions Through IDEAL Discharge Planning

Involving patients and family members in discharge planning can improve patient outcomes, reduce readmissions, and increase patient satisfaction. This presentation is designed to discuss the current gaps in discharge planning, and identify the components of the “IDEAL” discharge planning process and tools to support the implementation along with the responsibilities of everyone who plays a role in discharge planning.

- Describe what patient and family engagement is, and why it is important in reducing readmissions.
- Understand the current state of the patient and family experience at discharge and the areas that need to be improved in the discharge planning process.
- Understand the benefits and components of the “IDEAL” discharge planning process and tools to support the implementation process.
- Recognize everyone who plays a role in discharge planning and their respective roles and responsibilities.

1 Hour  COPIC Points: 1  Patient Safety, Legal Liability
Professionalism in Medicine
This seminar examines how to maintain and promote your professionalism throughout the spectrum of medicine including difficult patient encounters.

• Recognize the causes of professional stress.
• Identify symptoms of difficult interactions and low professionalism.
• Develop techniques for responding to a difficult interaction.

1 Hour COPIC Points: 1 Communication, Engagement

Resiliency in Medicine
This seminar examines the current state of the medical profession and uses an interactive format for the audience to explore how to develop resiliency in their careers.

• Evaluate stressful changes in the medical profession.
• Interpret the factors leading to burnout and dissatisfaction in our careers.
• Discuss opportunities for redemption in the current environment.

1 Hour COPIC Points: 1 Wellness, Resiliency, Engagement

Switching Chairs—The Health Professional Becoming the Patient
This activity is designed for health care professionals to see themselves in the role of both the patient and provider in various scenarios. Tactics will be discussed on how to address communication barriers and effective ways to partner with patients, families, and advocates.

• Understand that everyone needs a patient advocate.
• Understand provider/patient communication when roles are reversed.
• Recognize the impact of individual performance in system-driven environments.
• Recognize the challenges of advocacy.

1 Hour CME: 1 COPIC Points: 1 Communication, Teamwork

Tales from the Hotline—Medical Stories from the Field and COPIC’s Responses
Fifteen years of experience of COPIC’s risk management hotline, staffed by physician risk managers, are distilled into memorable vignettes that illustrate challenges and engage the audience in how to properly respond to important medicolegal considerations.

• Demonstrate how to manage unusual medical-legal situations that inevitably arise in medical practice.
• Recognize when you can access assistance from COPIC’s risk management hotline.
• Discuss importance of following Colorado Medical Board regulations.

1 Hour COPIC Points: 1 Patient Safety, Clinical Risk Management, Legal Liability, Practice Management
Tales from the Office Practice Hotline

Fifteen years of experience of COPIC’s risk management hotline, staffed by physician risk managers, are distilled into memorable vignettes that illustrate challenges and engage the audience in how to properly respond to important medicolegal considerations. This seminar emphasizes office practice questions and scenarios.

• Demonstrate how to manage unusual medical-legal situations that inevitably arise in medical practice.
• Recognize when you can access assistance from COPIC’s risk management hotline.
• Discuss importance of following Colorado Medical Board regulations.

1 Hour  COPIC Points: 1  Patient Safety, Clinical Risk Management, Legal Liability, Practice Management

Tales from the Opioid Hotline

Fifteen years of experience of COPIC’s risk management hotline, staffed by physician risk managers, are distilled into memorable vignettes that illustrate challenges and engage the audience in how to properly respond to important medicolegal considerations. This seminar emphasizes scenarios that involve opioids.

• Demonstrate how to manage unusual medical-legal situations that inevitably arise in medical practice.
• Recognize when you can access assistance from COPIC’s risk management hotline.
• Discuss importance of following Colorado Medical Board regulations.

1 Hour  COPIC Points: 1  Patient Safety, Clinical Risk Management, Legal Liability, Opioids

Task-Oriented Medicine

• Understand how Task-Oriented Medicine differs from classic Problem-Oriented Medicine.
• Review how changes in medical practice and information systems have altered the care of patients with complex conditions since the “SOAP” note was invented in 1968.
• Take a fresh look at the classical medical chart from the standpoint of collaborative workflow, particularly across multiple sites of care.

1 Hour  COPIC Points: 1  Information Technology, Systems, Communication, Teamwork

They’re Not Just Phones: Patients and Providers Recording Each Other

New issues are arising in how facilities and practices develop policies to address photography and audio recordings by patients, visitors and staff. Learn what factors should be considered when formulating policies.

• Evaluate benefits and risks of photography by patients, visitors and staff.
• Evaluate benefits and risks of other audiovisual recordings by patients and providers.
• Evaluate policy options for facilities and practices in addressing photography and audio recording.

1 Hour  COPIC Points: 1  Recording, Photography, Audio, Video, Communication, Legal Liability
Top Ten Issues in Patient Safety and Risk Management
An interactive and topical seminar format that distills the current trends in patient safety and liability.
• Associate and describe different facets of communication which lead to liability claims or patient safety breaches; including EHRs, informed consent, and radiologist-clinician communication.
• Appraise and synthesize the experience of communication and resolution programs, particularly the experience of the COPIC 3Rs Program.
• Recognize and evaluate certain problem areas; including high-dose opioid patients, difficult patients, and noncompliance.
• Review and summarize current high-risk clinical areas such as acute neurologic conditions.

1 Hour CME: 1 COPIC Points: 1 Patient Safety, Legal Liability, EHRs, Opioids, Clinical Risk Management

Top Ten Liability Issues for Advanced Practice Providers
A review of common malpractice claims that COPIC has dealt with that involve advanced practice providers.
• Review clinical situations that create significant liability exposures across all specialties.
• Illustrate how EHRs complicate medical malpractice defense.
• Review strategies to reduce adverse events in the transition of patients between levels/sites of care.

1 Hour COPIC Points: 1 Patient Safety, Legal Liability, Clinical Risk Management

Trauma in Pregnancy
This seminar discusses the appropriate assessment and management of OB patients following trauma.
• Discuss the variety of trauma that may affect the OB patient and fetus.
• Describe factors that impact the assessment of the OB patient and fetus following trauma.
• Discuss current practice management and follow up of OB patients following trauma.

1 Hour COPIC Points: 1 Obstetrics, Clinical Risk Management
What if My Patient Wants to Record Our Exam?

By their near universal presence, cell phones have complicated the legal and ethical context of photos, video, and audio recording in health care settings. This presentation reviews legal guidelines and scenarios that need to be considered in developing recording policies for facilities and practices. These need to address recording by—and of—patients and visitors, as well as recordings by—and of—medical staff. Discussion will cover HIPAA and other privacy statutes, wiretapping, social media, commercial use, reputation management, private use vs. publication, formal and implied consent, notices, enforcement and related issues.

- Evaluate benefits and risks of photography by patients, visitors, and staff.
- Evaluate benefits and risks of other audiovisual recordings by patients and providers.
- Evaluate risks of provider distraction by portable electronic devices.

What is a Medical Error

This presentation uses an epidemiological approach to medical error, demonstrating the powerful value of classifying, analyzing, and sharing accounts of adverse events across the spectrum of practices and specialties.

- Hear and tell stories of “things that went wrong” and “things that might have gone wrong” in an objective and supportive group of peers.
- Understand the logical problem of separating error “type” from error “cause.”
- Appreciate the scope of error types and causal pathways.
- Interact with peers around lessons and strategies for error prevention.
Cleaning Up Physician Advertising: Physician Do’s & Don’ts
Advertise can be tricky; this presentation will cover problems associated with advertising, related laws, and how to mitigate your risk.
• Examine advertising documents and recognize common areas of error.
• Distinguish what is and is not permitted by statute and other regulatory authorities.
• Develop tools health care providers can employ to avoid liability and mitigate risk when marketing their services.

Communicating with Care
If faced with a malpractice action, peer review inquiry, or board action, will your records contain the information you want and need to protect yourself? This presentation focuses not only on how and why complete medical records are important, but reviews how providers should communicate with each other to improve patient care and the defensibility of the care—with a particular emphasis on the risks and dangers of jousting.
• Recognize the important factors in documentation and communication of patient care.
• Recognize common errors including case studies.
• Develop tools to mitigate risks that providers can employ in their practices.

Defending a Health Care Malpractice Case
Learn the components of a health care malpractice lawsuit, how to mitigate your risk of being sued, and what factors help if you are sued.
• Articulate the components of a professional liability claim.
• Recognize common theories of malpractice claims.
• Develop tools health care providers can employ to avoid liability and mitigate risk.

Developments in Colorado Telehealth Law
Don’t let technology leave you in the dust; learn the ins and outs of telehealth law in Colorado.
• Identify the myriad of definitions of telehealth and associated terminology.
• Recognize potential liability issues.
• Discuss state and federal regulations influencing the practice of telehealth.
Electronic Medical Records: Discovery and Liability Issues
Electronic medical records (EMR) can be friend or foe, learn how to be proactive in your EMR practices.
• Compare and contrast how electronic medical records have changed liability issues.
• Recognize common areas of error.
• Develop tools to mitigate risk that health care providers can immediately employ in their daily practices.

Electronic Medical Records and Social Media
Learn how to avoid common mistakes and develop tools for better practices when working with electronic medical records and social media.
• Compare and contrast how electronic medical records and social media have changed liability issues.
• Recognize common areas of error.
• Develop tools to mitigate risk that health care providers can immediately employ in their daily practices.
• Assess appropriate levels of online exposure and social media use.

Fraud and Abuse
Fraud and abuse compliance is complicated. Learn how to avoid common mistakes, identify new hot topics, and proactively stay in compliance.
• Understand how fraud and abuse is defined in health care.
• Compare and contrast the different laws and regulations that apply to fraud and abuse.
• Analyze recent cases on fraud and abuse to identify enforcement trends and where to focus your compliance efforts.

HIPAA: Access and Amendment of Medical Records
HIPAA gives patients broad rights to access and to request an amendment of their medical records. With patient portals and the movement toward open records, these issues are popping up regularly. Learn what HIPAA requires you to do and how to avoid the common traps for the unwary that can result in substantial costs and burdens on a practice.
• Evaluate the HIPAA requirements in responding to a request by a patient to access or amend their medical records.
• Recognize the appropriate steps to take and develop a plan of action to respond in compliance with the HIPAA Privacy and Security Regulations.
• Reevaluate compliance process in relation to responding to a request to access or amend.
• Identify new rules and regulations from the federal government.
HIPAA Basics
Dive into the world of HIPAA rules and regulations and learn how to prevent violations and errors. This is a great program for training and annual review education.

• Define the basic outline of the administrative simplification rules.
• Recognize basic terms and concepts associated with the HIPAA Privacy, Security and Breach Notification Regulations.
• Reevaluate compliance process in relation to interpretation of guidelines.
• Identify new rules and regulations from the federal government.

HIPAA: Into the Breach
Dive into the breach. Learn what to do in an emergency breach situation before the situation arises and develop strategies to help prevent it from happening in the first place.

• Evaluate the HIPAA requirements in responding to a breach of protected health information.
• Recognize the appropriate steps to take and develop a plan of action to respond in compliance with the HIPAA Privacy, Security and Breach Notification Regulations.
• Reevaluate compliance process in relation to a breach event.
• Identify new rules and regulations from the federal government.

Informed Consent
Informed consent benefits the provider and the patient; learn what is needed to avoid problems with informed consents.

• Articulate the elements of informed consent and what is needed.
• Identify the repercussions for not obtaining informed consent.
• Recommend ways to improve informed consent practices.
Legal In-Person Seminars

Minors and Risk
Learn the common areas of confusion when working with minors and how to avoid errors.

- Recognize and understand the common legal issues facing health care providers involved in treating minors as it applies to consent for treatment, access to medical information, and reporting obligations.
- Identify where the law has changed so it can be applied in the provider’s practice.
- Develop strategies for complying with a complex area of law.

1 Hour
CME: 1
COPIC Points: 1
Practice Management, Legal Liability, Clinical Risk Management

Social Media and Liability Issues
Don’t let social media take you down; learn how to avoid common mistakes when using social media.

- Compare and contrast the benefits and weaknesses of social media from a liability perspective.
- Recognize common areas of error.
- Assess appropriate levels of online exposure and social media use.

1 Hour
COPIC Points: 1
Social Media, Communication, Risk Management

Tales from the Legal Hotline
Hear and discuss current legal health care issues from COPIC’s in-house counsel.

- Demonstrate how to manage unusual legal situations that inevitably arise in a health care setting.
- Recognize when you can access assistance from COPIC Legal staff.
- Discuss the importance of following applicable state and federal regulations.

1 Hour
COPIC Points: 1
Legal Liability, Regulations

Telemedicine and Liability Issues
Understand the legal requirements and liability issues when practicing telemedicine in Colorado.

- Compare requirements for telemedicine versus in-person encounters.
- Recognize potential liability issues.
- Implement policies and procedures to ensure regulatory compliance and to minimize liability risk.

1 Hour
COPIC Points: 1
Telehealth, Communication, Legal Liability
COLORADO PHYSICIANS HEALTH PROGRAM (CPHP)

CONSULTATION SEMINARS

The Disruptive Physician
Learn the symptoms of a disruptive physician and understand the role and responsibility of the workplace.
• Define and identify problem behavior or “disruptive” behavior.
• Identify common illnesses that may contribute to or cause problem behavior.
• Understand CPHP’s role in the evaluation and monitoring of “disruptive” physicians.
• Be aware of the scope and type of CPHP services available and how to access them.

1 Hour COPIC Points: 1 Wellness, Communication, Engagement

Occupational Hazards of Physicians and Medical Students
Identify the various occupational hazards of being a physician and understand ways to prepare for and cope with occupational hazards.
• Identify the various occupational hazards of being a physician such as depression and suicide, addiction, poor health care for physicians and their families, high degree of work stress, problems with work/life balance, and professional boundary problems.
• Be aware of how to assist a distressed colleague.
• Have an understanding of the types of illnesses that can affect physicians and for which a referral to CPHP would be helpful (or necessary).
• Be aware of the scope and type of CPHP services available and how to access them.

1 Hour COPIC Points: 1 Wellness, Engagement

Physician Stress/Physician Self Care
Learn basic concepts of work stress and the unique stressors in a physician’s life. Develop methods for managing physician work stress.
• Understand and identify the unique stressors in a physician’s life.
• Learn about the physician work stress syndromes of burnout and malpractice stress.
• Be aware of the scope and type of CPHP services available and how to access them.

1 Hour COPIC Points: 1 Wellness, Stress Management Techniques
### Professional Boundaries
Learn the range of professional boundary issues that face most physicians—with patients and co-workers. Identify strategies to address boundary challenges.
- Implement strategies for identifying and addressing typical boundary challenges.
- Understand the harm to patients, workplaces, and physicians that can result from poorly managed professional boundaries.
- Know how to obtain consultations about boundary concerns.
- Be aware of the scope and type of CPHP services available and how to access them.

| 1 Hour | COPIC Points: 1 | Engagement, Practice Management |

### Substance Abuse and Addiction Among Physicians
Understand health issues including substance use disorders of physicians; do they differ from the general population, and if so, how?
- Learn the types of situations and/or health issues that may affect physicians’ abilities to practice with reasonable skill and safety.
- Appreciate the difference between illness and impairment.
- Understand why and how physicians addictive disorders need professional peer evaluation, treatment, and monitoring.
- Recognize the signs and symptoms of illness including addiction among physicians.
- Be aware of the scope and type of CPHP services available and how to access them.

| 1 Hour | COPIC Points: 1 | Wellness, Engagement, Communication |
OTHER COPIC SEMINARS AND PROGRAMS

**Inside COPIC: An Intensive Look at the World of Patient Safety and Medical Liability**
A unique, interactive program for COPIC insureds to learn how COPIC risk management and claims function. This program is offered throughout the year with a limited number of participants per program. The program consists of two sessions:

- Program session includes a range of key safety and risk principles (e.g. communication, documentation, systems failures, human factors), early reporting, claims data and trends, the 3Rs Program, elements that make a case defensible, and an overview of COPIC’s structure and resources.
- A Claims Committee meeting to see the process COPIC undertakes to review open, de-identified claims.

Two-day session: one evening and a half-day; 6 COPIC Points (3 points per day attended)  
(CME: 3 for attending day 1)

**COPIC Mock Trial**
Take a look into the courtroom proceedings during a medical liability trial. Each program presents an enactment of an actual trial featuring members of COPIC’s Defense Counsel team, Risk Management, Legal, and Claim departments, as well as practicing physicians. Attendees will serve as jury members, putting forth a verdict after hearing testimony from the plaintiff, an expert witness, and the defendant.

- Describe the medical malpractice litigation process.
- Describe the roles of expert witnesses in medical malpractice litigation.
- Integrate the decision-making process into documentation.
- Identify physician stressors during a medical malpractice action.
- Contrast the legal perspective and the medical perspective during a medical professional liability action.

3 Hours  
CME: 3  
COPIC Points: 2  
Litigation, Wellness, Documentation, Clinical Risk Management, Communication
### On-Demand COPIC Courses

#### The 6S's of Mental Health
-scrollable-

- Raises awareness of key risk factors in treating patients with mental health illnesses.
- Identify key risk factors among patients with psychiatric illness.
- Adequately manage patients with common psychiatric illnesses, such as depression, to lessen risks of negative outcomes.
- Develop skills to quickly assess high-risk clinical circumstances and strategies for responding effectively.
- Explore skills to lower the stress inherent in working with psychiatric conditions in non-psychiatric settings.

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<th>Time</th>
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<th>Categories</th>
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<tbody>
<tr>
<td>1 Hour</td>
<td>1</td>
<td>Documentation, Office Based/ Human Resources, Clinical Risk Management</td>
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#### Assessing Patient Safety in the Office

- This course will help practitioners understand the importance of performing a safety attitude questionnaire in the office.
- Understand how to learn from the questionnaire results and steps that are taken to improve patient safety and staff satisfaction in the office environment.

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<tr>
<th>Time</th>
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<tbody>
<tr>
<td>30 Minutes</td>
<td>0.5</td>
<td>Clinical Risk Management, Practice Management</td>
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#### The Case Study of Arthur Closier

- An interactive case study that takes the participant through a real case, illustrating its clinical and legal aspects. The actual case records and images are presented in chronological order as the case unfolded.
- Discuss the difference between primary and secondary supervision of physician assistants.
- Describe the most common type of error in primary care malpractice cases.
- Describe some of the causes of failure to or delay in diagnosis.
- Recognize the importance of educating and involving the patient in care and follow-up.

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<td>Clinical Risk Management, Case Studies, Allied Health Professionals (AHPs)</td>
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#### The Case Study of Bonnie Danforth

- An interactive case study that takes the participant through a real case, illustrating its clinical and legal aspects. The actual case records and images are presented in chronological order as the case unfolded.
- Articulate the need for communication among various physician specialists.
- Differentiate the roles, responsibilities, and abilities to recognize and rescue a patient from a preventable adverse outcome.
- Evaluate the performance from a patient safety and from a legal perspective of each individual caregiver.

<table>
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<td>1</td>
<td>Clinical Risk Management, Case Studies, Surgical, Allied Health Professionals (AHPs)</td>
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</table>
The Case Study of Ellen Young

An interactive case study that takes the participant through a real case, illustrating its clinical and legal aspects. The actual case records and images are presented in chronological order as the case unfolded.

- Articulate the current thought regarding the length of the second stage of labor.
- Relate what should be included in a delivery note.
- Identify what should be documented as part of a second or third trimester OB ultrasound.
- Discuss whether the outcome was preventable.

1 Hour  
CME: 1  
COPIC Points: 1  
Communication, Case Studies, Clinical Risk Management, Documentation, Obstetrics, Allied Health Professionals (AHPs)

The Case Study of Jane Taylor

An interactive case study that takes the participant through a real case, illustrating its clinical and legal aspects. The actual case records and images are presented in chronological order as the case unfolded.

- Identify potential errors and/or negligence in x-ray interpretation and diagnosis.
- Demonstrate resources to analyze alternative diagnoses and treatment.
- Illustrate accuracy and appropriateness of information in charges, x-rays, and reports.
- Discuss whether the outcome was preventable.

1 Hour  
CME: 1  
COPIC Points: 1  
Communication, Case Studies, Clinical Risk Management, Documentation, Allied Health Professionals (AHPs), Radiology

The Case Study of Leo McNeil

An interactive case study that takes the participant through a real case, illustrating its clinical and legal aspects. The actual case records and images are presented in chronological order as the case unfolded.

- Identify potential errors and/or negligence in communication among providers.
- Demonstrate resources to evaluate pre-op conditions and adjust post-operative management.
- Illustrate accuracy and appropriateness of information in charts and reports.
- Discuss whether the outcome was preventable.

1 Hour  
CME: 1  
COPIC Points: 1  
Case Studies, Allied Health Professionals (AHPs), Documentation, Communication
The Case Study of Ramona Friedman

An interactive case study that takes the participant through a real case, illustrating its clinical and legal aspects. The actual case records and images are presented in chronological order as the case unfolded.

- Compose a program to implement structured communication.
- Explore strategies to reduce never events such as retained foreign bodies.
- Express and recite categories of critical findings per ACR guidelines.
- Utilize detailed liability case proceedings to determine critical system failures.

Communication Techniques Module 1

The first of a three-part series, ending with the “Difficult Interactions in the Office Setting” course. This course shows how communication is at the root of patient dissatisfaction and even medical errors. Course participants will learn from examples with a focus on practical strategies to improve communication and patient interaction.

- Learn how effective communication is important in office settings as well as seven techniques that will help you communicate better with your patients.

Communication Techniques Module 2

The second of a three-part series, this course shows how communication is at the root of patient dissatisfaction and even medical errors. After completing this course, you will be ready to take “Difficult Interactions in the Office Setting.”

- Examine case studies with a focus on practical strategies to improve communication and patient interaction.
- Learn how effective communication is important in office settings, as well as seven techniques that help improve communication with patients.

Defending a Medical Malpractice Case

This course breaks down the elements of a malpractice case and covers common malpractice theories.

- Examine the elements of a malpractice claim.
- Identify the common malpractice theories.
- Examine the evaluation and litigation process.
### Difficult Interactions in the Office Setting

Learn what constitutes a difficult interaction and formulate methods to use in difficult encounters with patients and others. “Communication Techniques” Modules 1 and 2 are prerequisites to this course as issues discussed in the previous courses are referenced. This is the last of the communication modules.

- Shows how communication is at the root of patient dissatisfaction and even medical errors. Course participants will learn from examples with a focus on practical strategies to improve communication and patient interaction.
- Determine what constitutes a difficult interaction for you, and show how you can formulate a skill set to use in difficult encounters with patients and others.

| 30 Minutes | COPIC Points: 0.5 | Communication, Clinical Risk Management, Practice Management, Office Based/ Human Resources, Allied Health Professionals (AHPs) |

### Errors, Injury & Loss in Diagnostic Imaging

This activity will educate learners in the subject of errors and liability in radiology. It will focus on the error types of perception, accurate interpretation, and communication. Techniques to reduce these errors will be examined.

- Explain the frequency and types of errors in radiology.
- Demonstrate and illustrate how errors occur.
- Propose strategies to reduce errors in perception, interpretation, and communication of images.

| 1 Hour | CME: 1 | Radiology |

### Handoffs in Clinical Practice

Transitions in care are common in health care and are increasingly causes of adverse outcomes. Effective transitions require transfer of information and responsibility. This course, via case examples, shows practical strategies to improve transitions in care.

- Recognize when handoffs occur.
- Describe the risks of poor handoffs.
- Provide tools to help develop effective and efficient handoffs.

| 1 Hour | CME: 1 | Communication, Documentation, Clinical Risk Management, Allied Health Professionals (AHPs) |

### How Doctors’ Think—Errors and Cognition in Medicine

This course educates and reveals to health care workers the process of how people and doctors think, and how to improve and avoid medical errors.

- Identify error types in medicine.
- Describe the process of medical reasoning.
- Demonstrate ways to decrease errors in cognition.

| 1 Hour | CME: 1 | Communication, Clinical Risk Management, Allied Health Professionals (AHPs) |
Managing Unanticipated Outcomes

This course provides education on how to provide an appropriate disclosure related to an unanticipated outcome and/or medical error.

- Discuss the importance of recognizing and reporting unanticipated outcomes.
- Discover a way to reconcile the event with the patient and with ourselves.
- Develop ways to analyze the error and implement changes to prevent recurrences.

1 Hour

CME: 1

COPIC Points: 1

Communication, Practice Management, Clinical Risk Management, Documentation

Practice Quality Module 1

This course will help both practitioners and staff better understand COPIC’s Level One Guidelines and their purpose, how to comply with them, as well as be better prepared for Practice Quality (PQ) Reviews.

- The first module introduces the practitioner and staff to the PQ review process and Level One Guidelines regarding system issues.

30 Minutes

COPIC Points: 0.5

Documentation, Clinical Risk Management, Practice Management, Office Based/ Human Resources, Allied Health Professionals (AHPs)

Practice Quality Module 2

This course will help both practitioners and staff better understand COPIC’s Level One Guidelines and their purpose, how to comply with them, as well as be better prepared for Practice Quality (PQ) Reviews. (Practice Quality Module 1 is a prerequisite.)

- The second module addresses Level One Guidelines documentation issues.

30 Minutes

COPIC Points: .5

Documentation, Clinical Risk Management, Practice Management, Office Based/ Human Resources, Allied Health Professionals (AHPs)

Risk Management in Infectious Disease

Failures to diagnose or delay in diagnosis of serious infectious diseases are a significant source of medical professional liability claims. Via a case-based approach, we examine the factors that lead to such claims.

- Discuss early recognition of the infectious process.
- Establish early diagnosis of high-risk infections.
- Discuss ideal treatment of specific infectious diseases.

1 Hour

CME: 1

COPIC Points: 1

Communication, Clinical Risk Management, Office Based/ Human Resources
<table>
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<tr>
<th>Course Title</th>
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<td>Safety and Liability Issues in Working with APNs</td>
<td>This course addresses liability and safety issues when physicians and allied health professionals work collaboratively in patient care. Case studies, based on actual situations from COPIC files, will illustrate the concerns of different specialists.</td>
<td>30</td>
<td>.5</td>
<td>.5</td>
<td>Communication, Documentation, Clinical Risk Management, Practice Management, Case studies, Allied Health Professionals (AHPs)</td>
</tr>
<tr>
<td>Safety and Liability Issues in Working with PAs</td>
<td>This course addresses liability and safety issues when physicians and allied health professionals work collaboratively in patient care. Case studies, based on actual situations from COPIC files, will illustrate the concerns of different specialists.</td>
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