



Better Medicine • Better Lives

7351 E. Lowry Blvd., Ste. 400, Denver, CO 80230

P.O. Box 17540, Denver, CO 80217-0540

P: 720-858-6000 | TF: 800-421-1834 | F: 720-858-6001

callcopic.com

COPIC is proud to offer a wide variety of programs specifically designed to help educate and prepare residents for a career in medicine. By partnering with local medical residency programs, we are able to help residents and programs meet ACGME core competencies and introduce new perspectives on patient safety and risk management education. Please see the list of programs and services below and refer to the enclosed information for more details.

- ❖ ***COPIC's Resident Rotation***—This three-day (Tuesday-Thursday) rotation is an active, case-based, educational experience. It explores the integration of patient safety, error propagation and reduction, communication, systems, disclosure, medicolegal aspects, and the review of in-progress and closed case studies.
- ❖ ***Practice Essentials Programs***—A one-day seminar designed to provide residents with a glimpse into life-after-residency. Topics include: assessing practice opportunities, financing and investment basics, contracts, business accounting, medical liability insurance, and rural practice opportunities.
- ❖ ***Academy for Emerging Leaders in Patient Safety: The Telluride Experience***—A week-long educational experience during which participants discuss and explore patient safety issues and risk reduction strategies. COPIC is proud to award scholarships to selected residents to attend.
- ❖ ***COPIC Claims Committee Meetings***—A half-day meeting where in-progress claims are presented and discussed by COPIC's Board of Directors. Meeting participants provide feedback regarding topics such as standard of care and defensibility.
- ❖ ***COPIC Mock Trial Programs***—This three-hour program offers an in-depth look at courtroom proceedings during a medical liability trial. Each program presents an enactment of an actual trial, where attendees serve as jury members and put forth a verdict after hearing testimony. COPIC's Mock Trial programs are designed as an education tool for participants to learn and understand the chain of events from the time a lawsuit is filed.

We look forward to an ongoing relationship and are honored to have the opportunity to participate in the education of your physicians.

Sincerely,

Gerald Zarlengo, M.D.

CEO/Chairman of the Board, COPIC Companies

WELCOME TO COPIC'S RESIDENT ROTATION

Thank you for considering a resident rotation at COPIC. We look forward to working with the residents of your program and fully understand the complexities associated with scheduling around clinical requirements. Please keep the following information in mind:

WHY COPIC?

- Uniformly **positive feedback** from past participants.
- **Only program of its kind in the nation**—residents study a large number of detailed case files at all stages of the litigation process.
- **Case-based analysis** and education with database of specialty specific claims
- Helps residents and programs **meet ACGME core competencies**
- Over **200** residents participated in a rotation at COPIC in 2019.

WHO SHOULD ATTEND?

We can accommodate residents, physician assistants, and nurse practitioners of any specialty. There is valuable general information for all practicing physicians, as well as specialty specific information such as incident reports and claim files. Confidentiality is obviously critical to our ability to offer this program and COPIC strives for every participant to have an optimal learning experience.

COST?

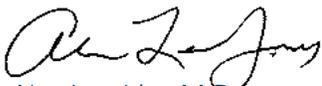
Zero. The cost of the resident program is absorbed by the COPIC Trust. COPIC's mission is to improve medicine in the communities we serve, and the program supports this through interactive education.

To schedule, please contact Cathi Pennetta at cpennetta@copic.com or (720) 858-6228.

- Please provide each resident's name, program and level, contact phone/pager and email, and desired timeslot.
- Communicate any schedule conflicts the resident might have with clinical work concurrent with that timeslot. We understand there may be reasons that require residents to maintain some clinical time or call responsibility during their rotation at COPIC.
- Indicate where and to whom summary evaluations should be sent, and if there are any particular needs or forms specific to a given department for evaluations.

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Sincerely,



Alan Lembitz, M.D.

Chief Medical Officer, COPIC Companies

Below are some considerations for planning a COPIC resident rotation:

- Resident rotation is offered the 1st and 3rd week of each month, excluding December and the weeks of Thanksgiving and New Years.
- We are able to accommodate up to 15 residents a week.
- Please provide **two** weeks notice when scheduling a rotation. We can usually accommodate one week notification, but space is limited and cannot be guaranteed without advance notice.
- This is an active, case-based experience; interaction is strongly encouraged. We offer an exploration of the integration of patient safety, error propagation and reduction, communication, systems, disclosure, medicolegal aspects, specialty specific risk areas, and in-progress and closed case studies.
- Residents meet with the following COPIC personnel and departments:
 - Physician Risk Managers, Underwriting, Claims, 3Rs, Practice Quality, Senior Management, Legal, and patient safety advocate Patty Skolnik.
 - Attend Claims Roundtables and Claims Committee.
 - Sessions average 1 hour in length; remainder of time allows for case studies, discussion, chart and literature review, and online learning.
- We believe this experience is better suited to residents who are in the later years of their programs.
- Should a resident's rotation not fall within the week of a formal Claims Committee Meeting (CCM), they are invited to return and attend a CCM at their convenience. Feedback indicates the CCM is a highly valued experience.
- Claims committee meeting dates for 2021 are:
 - January 21, 2021
 - February 18, 2021
 - April 15, 2021
 - June 17, 2021
 - July 15, 2021
 - September 16, 2021
 - October 21, 2021
- Scheduling and program administration is staffed by:
Cathi Pennetta
cpennetta@copic.com
(720) 858-6228
- Academic credentials and potential research projects are coordinated by:
Dennis Boyle, MD, Professor of Medicine, Rheumatology, University of Colorado
dboyle@copic.com
(720) 300-5822
- Program design is a collaborative project of the risk management physicians:
 - Alan Lembitz, MD: (720) 858-6133
alembitz@copic.com
 - Susan Sgambati, MD: (720) 858-6136
sgambati@copic.com
 - Eric Zacharias, MD: (720) 858-6125
zacharias@copic.com

COPIC is pleased to welcome you to our Resident Rotation. Please note the below information before you arrive for your scheduled rotation:

- The rotation takes place Tuesday through Thursday.
- Dress code is business casual.
- Physical address is: 7351 E. Lowry Boulevard, Denver, Colorado, 80230.
 - The four-story, red brick building is located approximately four blocks north of Alameda, on the east side of Quebec Street. (See map on reverse.)
 - The main entrance is located on the south side of the building, facing Lowry Boulevard.
 - You may park in any of the spaces surrounding the building.
- Please check in with the receptionist in the front lobby so we may be notified of your arrival.

Please feel free to contact me should you have any questions or concerns. We look forward to your arrival and participation in the COPIC Resident Rotation.

Sincerely,



Cathi L. Pennetta
Educational Services/Resident Program Administrator
COPIC Insurance Company
(720) 858-6228 • cpennetta@copic.com

Thank you for attending COPIC's Resident Rotation. We look forward to an ongoing relationship and are honored to have this opportunity to participate in your education. Below is an outline of what you can expect during your rotation:

1. An inside look at medical incidents, medical errors, medical liability claims and the world of medico-legal practice.
2. Patient safety initiatives: Answering the who, what, where, why and how regarding practice improvement systems and the barriers to implementation.
3. An explanation of the difference between the epidemiology of medical practice in your specialty, the epidemiology of medical errors, and medical liability claims in the different specialties.
4. The valuation of communication, early reporting, and patient relationships in order to reduce claims and improve patient outcomes.

SUMMARY

The purpose of participating in a rotation at COPIC is to provide residents with knowledge and awareness of the factors which can lead to a lawsuit, as well as the factors which determine defensibility of a lawsuit. COPIC hopes this experience will provide transparency in the way a medical professional liability insurance company operates as well as educate physicians on how they can minimize risks.

ACTIVITIES

- Interviews with COPIC personnel from: Patient Safety/Risk Management, Claims, Senior Management, Legal, and Underwriting. (Schedule is provided prior to rotation dates.)
- Chart Review—Many specialty specific closed claim files are available, complete with teaching points and expert testimony. Discussion on a case-by-case basis is encouraged.
- Attend the Claim's Department Roundtable (held the 1st and 3rd Tuesday of the month). Cases are discussed in an open forum and residents are encouraged to participate. Standard of care, defensibility, documentation, and damages all guide the discussion. Note, not all of these cases will not be presented at the Claims Committee meeting, held once a month.
- Readings from:
 - General binder (provided during orientation)
 - Specialty specific folder
 - Bibliography and medical library
 - Self assessment quizzes
- Claims Committee Meeting (typically held the 3rd Thursday of the month, 8am to noon, eight times a year).
- Half to full-day attendance at a medical liability trial located at a local venue (when possible).
- Attend seminars provided by COPIC.
- Patient safety video and discussion with patient safety advocate.
- Attend in-house specialty specific meetings with some of our high-risk groups (upon approval by Dr. Alan Lembitz, COPIC's Chief Medical Officer).
- Video and online education discussing medical errors, disclosure, documentation, handoffs, and patient safety.



CLAIM COMMITTEE MEETING INFORMATION

COPIC is pleased to welcome you as a guest at the upcoming Claims Committee meeting. Below is information to consider while preparing for the meeting:

- Arrive at COPIC on Thursday by 7:30am. (This is a company board meeting and will begin promptly at 8am).
- Dress code is business attire. (Suit jacket/sport coat, tie, etc.).
- Be prepared to sign a confidentiality agreement. Due to the proprietary nature of the information discussed and reviewed, all residents participating in the Claims Committee meeting are required to sign COPIC's confidentiality agreement.
- Upon entering the building, check in with the receptionist in the front lobby so we may be notified of your arrival.

Please feel free to contact me should you have any questions or concerns. We look forward to your arrival.

Sincerely,



Cathi L. Pennetta
Educational Services/Resident Program Administrator
COPIC Insurance Company
(720) 858-6228 • cpennetta@copic.com

2021 ACADEMY FOR EMERGING LEADERS IN PATIENT SAFETY: *THE TELLURIDE EXPERIENCE*

COPIC believes that investing in the education of future providers is just another way we can support our mission to improve medicine in the communities we serve. That's why we provide scholarship funding that supports resident physician leaders to engage in the immersive experience of the Academy for Emerging Leaders in Patient Safety: *The Telluride Experience*.

- The Telluride Experience is a week-long educational experience during which participants discuss and explore patient safety issues and risk reduction strategies.
- Takes place each June in Breckenridge, Colorado. The 2021 Telluride Experience dates are to be determined.
- Resident physicians attend from programs throughout the United States and make connections with alumni of the program for years to come.
- Interprofessional leaders from the following organizations and subjects: American Medical Association, American Nurses Association, Joint Commission, National Board of Medical Examiners (NBME), Accreditation Council for Graduate Medical Education (ACGME), Lucian Leape Institute, patient safety, informatics, simulation and health sciences.

THE TELLURIDE EXPERIENCE VISION:

To create an annual retreat where experts in patient safety and health science education come together with patients, residents, and students in an informal setting to explore, develop, and refine health science education that supports a culture of patient safety, transparency, and optimal outcomes in patient care. The summer camps will convene critical stakeholders in an immersive, interactive format to examine ethical, professional, legal, and economic dilemmas about patient safety, transparency, disclosure, and open and honest communication skills when medical errors and adverse events occur.

COPIC SCHOLARSHIPS:

COPIC awards scholarships to selected residents to attend The Telluride Experience. The scholarship funds all expenses of travel, lodging, and attendance at the workshop. **Applications are due January 25, 2021.**

Applications for a COPIC scholarship should include:

1. Two-page (maximum) Curricula Vitae (CV);
2. Personal statement on your interest in patient safety and how attending the Telluride Experience would benefit you;
3. Support letter from faculty or mentor about your leadership and engagement in patient safety.

Send applications to:

Cathi Pennetta
cpennetta@copic.com
(720) 858-6228

Program Directors can direct questions to:

Alan Lembitz, M.D.
Chief Medical Officer, COPIC Companies
alembitz@copic.com • (720) 858-6133