



COPIC Education Catalog

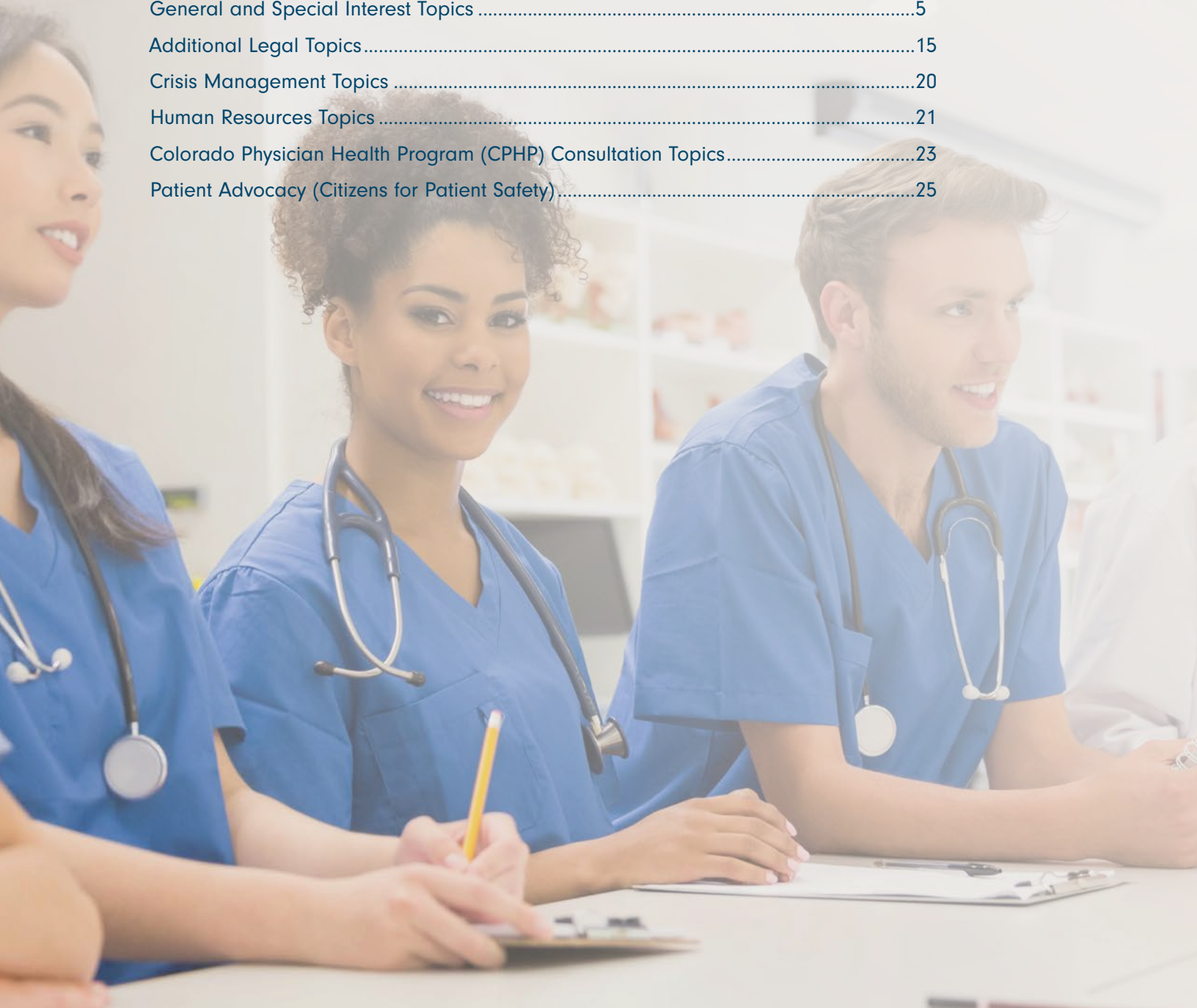
Courses/Seminars

- *Patient Safety*
- *Risk Management*
- *Medical Legal Education*
- *Human Resources*

EDUCATION CATALOG CONTENTS

COPIC is dedicated to serving as your partner and a trusted resource for professional education. This publication provides an overview of the numerous educational 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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OVERVIEW

ACCME and CNE Accreditation

COPIC holds the highest level of accreditation from the Accreditation Council for Continuing Medical Education (ACCME).

- 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 is accredited as a provider of Continuing Nursing Education (CNE) by the American Nurses Credentialing Center Commission on Accreditation (ANCC). As a provider, COPIC is authorized to present and award CNE credits for nursing staff education programs.



COPIC Points Program

The COPIC Points Program allows insured physicians, eligible advanced practice providers, and facilities to participate in education seminars and courses, and earn points that apply toward an associated premium discount. For more information, contact our Patient Safety and Risk Management department.

The COPIC Points Program:

- Occurs on a one-year calendar cycle.
- Participants (physicians and advanced practice providers) 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 insureds 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 insureds.

Advanced practice providers: Eligible participants include Anesthesiology Assistants, Certified Registered Nurse Anesthetists, Clinical Nurse Specialists, Nurse Midwives, Nurse Practitioners, and Physician Assistants; only those who are charged an associated premium for coverage with COPIC are eligible to receive the premium discount.

Facilities: All facilities insured under COPIC's facility policy form are eligible. Points are earned on a one-year cycle (Jan.-Dec.), and policyholders can earn up to three points each year to receive the premium discount for the upcoming renewal cycle. There is no roll over provision of excess points from one year to another. Discounts earned are applied toward the premium charged for facility coverage at a policy level only. Discounts do not apply to premium charged for individuals listed on the policy.

Types of Educational Activities/Registration

COPIC's educational 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.
- **Online courses** allow you to earn COPIC points through opportunities such as 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.

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.

Please visit www.callcopic.com/education for a current listing of education activities and to access the courses.

LISTING OF SEMINARS

GENERAL AND SPECIAL INTEREST TOPICS (Pages 5-14)

- 6 Tips for Improving Communication
- All Clear: Ensuring Your Patient Is Ready for Surgery
- Check Your Spam Folder: Communicating Electronically with Colleagues and Patients
- “Clicktation”: Explaining Your EHR Note to a Jury
- Featured** COPIC 3Rs and Candor Update: More Cases, Successes, and Good News
- Featured** COPIC Corner: What’s on Your Mind? What’s Hot in Your Specialty or Practice? A Discussion with a Physician Risk Manager or Attorney Expert
- Featured** COVID, Burnout, and Beyond: Finding Meaning and Wellness During a Pandemic
- Featured** Creating a Safer Office Practice: Preventing Errors in the Office Setting
- Defending a Health Care Medical Liability Case: Lessons from Decades in the Courtroom
- Featured** Doc, Can I Get Some More Oxy?
- e-Eek! OCR Wants Your Security Risk Assessment!
- Even When You Do Everything Right: Responding to Patient Complaints
- From Here to There: The Most Dangerous Procedure in Medicine
- Healing the Healer: Creating a Wellness Toolkit
- How Docs Think
- Featured** How You Drive May Be Hazardous to Your Patients’ Health
- Featured** If I Told You Once, I Told You a Thousand Times: Recurring Issues That Get You Sued
- Implementing the Colorado Candor Act
- Informed Consent: Best Practices for You and Your Patient
- Is It Just “Culture” or Is It “Just Culture”?
- Managing the Psychiatric Patient in General Medicine Settings... Surprise! It Works
- Featured** Maximizing Safe and Effective Practice with Physicians, PAs, and NPs
- Medication Errors in the Electronic Age
- Featured** Minors and Risk: Immunizations, Pregnancy, STI, Addiction, Mental Health, Custody Battles, and More!
- Newton’s Law of EHRs: For Every Function There’s an Equal and Opposite Malfunction
- Nonverbal Communication: Let Me See Your Body Talk
- OB Emergencies and Best Practices
- Opioid Prescribing for Surgeons
- Returning Joy to Our Practices
- Sepsis in 2020: Fear and Loathing in the Microbial World
- Featured** Tales from the Hotline: How Would You Handle These Actual Medicolegal Hotline Calls?
- The COPIC Jeopardy Game
- The Empathy Effect: The Secret Sauce in Medicine
- The Fastest 20 Seconds in Surgery
- The Hardest Conversation in Clinical Practice: Talking About Death
- The Opioid Crisis Part I: The Pain That Won’t Go Away
- The Opioid Crisis Part II: Strategies for Reducing the Burden
- The Plaintiff Would Like to Call Their First Witness: The Patient’s Cell Phone
- The Quicksands of Social Media
- The Road Less Traveled: Learning from and Managing Our Errors
- Featured** The Short Route to Telecare
- The Upset Patient: Tips for the Difficult Encounter
- What Causes a Medical Error?
- What I Wish Someone Had Told Me Earlier: A Toolkit for Managing Your Practice

* **Featured** indicates seminar content that is timely, addressing current trends in health care, and relevant to general audiences.

ONLINE COURSES

COPIC also offers a variety of online courses, accessible at www.callcopic.com/education. These courses allow for flexibility in completing CME credits and earning COPIC points. Examples of topics include:

- Interactive Case Studies
- Practice Quality Modules
- Safety and Liability Issues in Working with PAs and APNs
- Communication Techniques
- Facility Risk Management 101

ADDITIONAL LEGAL TOPICS (Pages 15-19)

- Can You Hear Me Now? Telemedicine and Liability Issues
- Choose Your Words Carefully: Medical Records and Provider Communication
- COPIC Mock Trial
- EHRs: Expected and Unexpected Dangers That Emerge in Lawsuits
- Establishing Boundaries: Avoiding Accidental Missteps Associated with Fraud and Abuse
- HIPAA Basics: What Every Provider Should Know (and Understand)
- HIPAA: Access and Amendment of Medical Records
- HIPAA: Into the Breach
- Hot Topics: Handling Current HIPAA Issues with Confidence
- If You Knew EMTALA Like I Know EMTALA: Common Pitfalls and Compliance Issues
- Monitoring and Managing Your Online Reputation and Patient Reviews
- Professional Review: The Best Tool You May Not Be Using
- Social Media: Online Exposure and Unforeseen Threats
- Subpoenas: The What, Why, and How to Respond
- The Hidden Dangers of Minors and Legal Risk
- The Light at the End of the Tunnel: Colorado End-of-Life Options Act
- The Perils of Patients and Providers Recording Each Other
- Top Legal Concerns in Health Care: Navigating Common Scenarios with COPIC's Help
- Truth in Advertising: Do's and Don'ts When Promoting Your Practice

CRISIS MANAGEMENT TOPICS (Page 20)

- Can't Run, Can't Hide: Disaster Preparedness
- Dangerous Encounters: Active Shooter Response
- Provider Concerns: When Your Patient Owns a Gun

HUMAN RESOURCES TOPICS (Pages 21-22)

- Building a Customer-Centric Practice for the Future
- Emotional Intelligence: Your #1 Competitive Advantage Today
- Generations in the Workplace: We Are More Alike Than We Are Different
- Harassment Prevention in the Workplace
- Hiring for Cultural Fit
- HR Best Practices
- Managing Difficult Employees: One Conversation at a Time
- Top 10 Employment Laws Every Manager Should Know (ADA, ADEA, Title VII, FCRA, FLSA, FMLA, HIPAA, NLRA, OSHA, Worker's Compensation)

COLORADO PHYSICIAN HEALTH PROGRAM (CPHP) CONSULTATION TOPICS (Pages 23-24)

- Being a Physician: The Top 10 Things You Wish You Had Known
- Doctors Without Borders: Maintaining Professional Boundaries
- Home on the Range...The Challenges of Rural Medicine
- Physician Heal Thyself? Thriving in the Face of Stress
- R.E.S.P.E.C.T.—Find Out What It Means in Medicine
- Running on Empty: Combating Burnout
- What's Your Drug of Choice? Doctors and Addiction

PATIENT ADVOCACY (CITIZENS FOR PATIENT SAFETY) (Pages 25-26)

- Can a Conversation Change an Outcome? Can a Conversation Save a Life?
- Improving Outcomes and Patient Experience Through Shared Decision Making
- Reducing the Revolving Door of Hospital Readmissions
- Seeing Through Their Eyes: Are You Empathetic?
- Two Heads Are Better Than One: Engaging the Patient to Become Part of the Team
- Using Patient and Family Partnership Councils to Drive Quality Improvement

GENERAL AND SPECIAL INTEREST TOPICS

6 Tips for Improving Communication

In this presentation, we explore the importance of communication through an interactive approach that uses videos and role playing. The goal is to identify and review techniques that improve communication in patient care.

- Define what the components of a successful patient interaction are.
- Recognize nonverbal cues in patient interactions.
- Develop methods for effective communication.

1 hour

1 CME credit
1 COPIC point

All Clear: Ensuring Your Patient Is Ready for Surgery

This seminar examines the specific risk issues in evaluating your patient for surgical procedures. We explore the concept of optimal management and the considerations to get there, and why these are preferable to a binary “clear or not clear” opinion. Case studies are used to show the difference between these two approaches.

- Identify areas of risk associated with the preoperative clearance process.
- Incorporate these areas of risk into the assessment and clearance process.
- Review communication strategies with other providers and the patient to mitigate the risks.

1 hour

1 COPIC point

Check Your Spam Folder: Communicating Electronically with Colleagues and Patients

An analysis of risks and best practices for the use of electronic communication technologies in the health care setting. There will be a focus on security and privacy issues from a user’s and administrator’s standpoint, and a handout with extensive examples and resources will be provided.

- 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

1 CME credit
1 COPIC point

“Clicktation”: Explaining Your EHR Note to a Jury

This seminar looks at mitigating safety and liability pitfalls of electronic documentation. It includes a focused examination of electronic charting, including voice recognition, scanning, drop-down lists, checkboxes, templates, copy/paste, auto-complete, and other technologies for creating accurate (and inaccurate) medical records. Attendees should have basic experience with EHR charting, as the seminar illustrates a variety of pitfalls that hinder clinical communication as well as professional liability defense.

- Identify factors that can cause documentation errors in EHRs.
- Understand the scope of liability risks associated with defective documentation.
- Evaluate approaches available to practitioners for reducing errors and improving the effectiveness of electronic documentation.

1 hour

1 COPIC point

COPIC 3Rs and Candor Update: More Cases, Successes, and Good News

COPIC's nationally recognized 3Rs Program is a practical application of the principles of transparency and accountability in situations that involve unanticipated outcomes. These same principles are also applied during the Candor process. This seminar examines program history, use, and practical concerns of disclosure and resolution.

- Familiarize audience with program 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.

Featured

1 hour

1 CME credit
1 COPIC point**COPIC Corner: What's on Your Mind? What's Hot in Your Specialty or Practice? A Discussion with a Physician Risk Manager or Attorney Expert**

What trends are you seeing in your practice? What new issues have arisen that you would like to explore with the facilitator and participants in this free-form discussion? This is a customizable COPIC presentation that can be designed to address the questions and concerns in a particular medical or practice setting and allows for direct access to a COPIC expert. *Learning objectives will be determined based on the content of the presentation.*

Featured

1 hour

1 COPIC point

COVID, Burnout, and Beyond: Finding Meaning and Wellness During a Pandemic

Stress, anxiety, grief, and loss are common responses to the COVID-19 pandemic and its emerging consequences. Concern and uncertainty about health, finances, and families abound. This lecture discusses the health care provider's emotional response to crisis and suggests concrete strategies for dealing with stress in these uncertain times.

- Understand how COVID-19 increases the risk of burnout.
- Identify fears, loss, and grief associated with the pandemic.
- Develop strategies to address the emotional impact of working in crisis situations.

Featured

1 hour

1 COPIC point

Creating a Safer Office Practice: Preventing Errors in the Office Setting

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

- Describe the many ways that errors originate, including research on human factors.
- Demonstrate multiple examples of how errors are generated.
- Examine the concepts of propagation, failure to recognize, and failure to rescue.
- Discuss practical solutions to reduce errors, including the value of systems and communication.

Featured

1 hour

1 COPIC point

Defending a Health Care Medical Liability Case: Lessons from Decades in the Courtroom

Told from an experienced defense attorney's perspective, this seminar examines what makes some cases easier to defend and what makes others difficult or impossible to defend.

- Articulate the components of a professional liability claim.
- Recognize common theories of medical liability claims.
- Examine tools health care providers can employ to avoid liability and mitigate risk.
- Learn the components of a health care medical liability lawsuit, how to mitigate your risk of being sued, and what factors help if you are sued.

1 hour

1 CME credit
1 COPIC point

Doc, Can I Get Some More Oxy?

This seminar focuses on situations where physicians who prescribe opioids may encounter challenges with patients. In particular, we focus on the difficulty of discussions surrounding the tapering of opioids and examine techniques and information to help manage these interactions.

- Recognize diagnostic criteria for opioid use disorder.
- Review how to have difficult discussions around addiction and assessing conviction and confidence.
- Learn behavioral strategies to overcome patient resistance to dose change and to encourage buy-in.

Featured

1 hour

1 COPIC point

e-Eeek! OCR Wants Your Security Risk Assessment!

The Office for Civil Rights requires HIPAA-covered entities to conduct and document a Security Risk Assessment. This program is a strategic introduction for clinical staff and administrators about the assessment process of the confidentiality, integrity, and accessibility of protected health information under their control. Performing this risk assessment is an important exercise which typically involves administrators, clinicians, IT/security specialists, and legal consultants. A template for an ambulatory practice risk assessment will be used as a road map.

- Review the elements and process of a HIPAA Security Risk Assessment.
- Understand what is meant by the terms *threat*, *vulnerability*, *risk*, *impact*, and *mitigation*.
- Know what goes into an inventory of an organization's exposures and safeguards, and how to prioritize cyber risk management activities.

1 hour

1 CME credit

1 COPIC point

Even When You Do Everything Right: Responding to Patient Complaints

Complaints can take many forms, and we need to be sensitive to the patients' needs which led to the allegations. Using a case study, this seminar examines the specific risk issues of patients lodging complaints and how to approach them.

- Identify areas of risk associated with patient complaints.
- Demonstrate how COPIC can assist in managing these areas while seeking to assist patients.
- Review the 3Rs program and how it can be helpful in these difficult situations.

1 hour

1 COPIC point

From Here to There: The Most Dangerous Procedure in Medicine

The most dangerous procedure in medicine is transferring a patient between locations, providers, or levels of care. Even modestly complex patients move frequently through networks of encounters, consultants, tests, and therapies administered by teams, which can result in dropped information. This program outlines a radical approach to managing patient information in distributed environments, making a shared "task list" the core of the patient record.

- Understand how "tasks" are defined and created, and the many pathways for satisfying and resolving them.
- Be able to differentiate "tasks" from "plans" and appreciate why they have not been built into contemporary EHRs.
- Recognize the 16 critical "Elements of a Care Transition" described in the HIMSS TOC Framework.
- Discuss how the local organization can develop an interoperable "task hub" for its patients.

1 hour

1 CME credit

1 COPIC point

<p>Healing the Healer: Creating a Wellness Toolkit</p> <p>An exploration of the spread of burnout in medicine and the causes behind this. In addition, we look at the development of a toolkit to improve provider wellness.</p> <ul style="list-style-type: none"> • Understand the rate of stress and burnout in the medical profession. • Interpret the factors that lead to burnout and dissatisfaction in our careers. • Discuss opportunities for wellness in our profession. 	<p>1 hour</p> <hr/> <p>1 CME credit 1 COPIC point</p>
<p>How Docs Think</p> <p>This presentation is an interactive talk that explores the science of cognition and how it applies in the medical setting. In addition, we present a framework for cognitive errors to gain a better understanding of why these types of errors occur and what steps can be taken to prevent them.</p> <ul style="list-style-type: none"> • Identify error types in medicine. • Describe the process of medical reasoning. • Demonstrate ways to decrease errors in cognition. 	<p>1 hour</p> <hr/> <p>1 CME credit 1 COPIC point</p>
<p>How You Drive May Be Hazardous to Your Patients' Health</p> <p>Driving is a behavior that draws upon deliberate, conscious actions along with automatic, intuitive habits. There are “rules of the road” that people either adhere to strictly, or bend them based on their skills/needs. The way we approach driving may reflect our attitudes toward patient safety and this provides a metaphor to learn from. This presentation explores how situational awareness and consistency in following rules in both endeavors can be modified to reduce our patients' risk in health care.</p> <ul style="list-style-type: none"> • Recognize the difficulties in assessing risks. • Discover behaviors that lead to errors in patient management. • Discuss the importance of measuring personal outcomes in the quality of care. • Apply a checklist and protocol to assess quality of patient care. 	<p>Featured</p> <p>1 hour</p> <hr/> <p>1 COPIC point</p>
<p>If I Told You Once, I Told You a Thousand Times: Recurring Issues That Get You Sued</p> <p>A review of areas where COPIC most frequently sees medical liability cases as well as a summary of ways to reduce your risk exposure and improve patient safety in these areas.</p> <ul style="list-style-type: none"> • Understand areas that are higher risk for patient safety and how to reduce this risk. • Recognize when you are in a situation that warrants heightened vigilance. • Explain how you can improve patient safety. 	<p>Featured</p> <p>1 hour</p> <hr/> <p>1 COPIC point</p>
<p>Implementing the Colorado Candor Act</p> <p>The Colorado Candor Act creates a voluntary framework for health care providers and facilities to offer compassionate, honest, and timely responses to patients who experience an adverse health care incident. The Act includes legal protections for the discussions with patients and any offers of compensation. The legal requirements will be discussed as well as the benefits of using the Candor approach for the patient, the provider, and systems improvement.</p> <ul style="list-style-type: none"> • Recognize when the Candor approach can be used to address an adverse health care incident with a patient or family. • Evaluate your organization's readiness to use the Candor approach. • Identify the people and processes needed to implement Candor. 	<p>1 hour</p> <hr/> <p>1 COPIC point</p>

<p>Informed Consent: Best Practices for You and Your Patient</p> <p>Informed consent is a process that benefits the provider and the patient. Learn potential issues that arise during this process and best practices that help mitigate risks.</p> <ul style="list-style-type: none"> • 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. 	<p>1 hour</p> <hr/> <p>1 CME credit 1 COPIC point</p>
<p>Is It Just “Culture” or Is It “Just Culture”?</p> <p>An exploration of the concept of “Just Culture,” which focuses on accountability and open communication. The discussion reviews the guidelines for addressing provider behavior that is fair to the individual while maintaining accountability and improving patient care.</p> <ul style="list-style-type: none"> • Describe dynamics of accountability versus blame-free guidelines. • Illustrate the individual versus institutional responsibilities. • Identify and develop policies which reflect those competing needs. 	<p>1 hour</p> <hr/> <p>1 COPIC point</p>
<p>Managing the Psychiatric Patient in General Medical Settings... Surprise! It Works</p> <p>Physicians often encounter patients who are dealing with mental health issues in addition to the primary conditions they are being seen for that relate to the physician’s medical specialty. This course raises awareness of key risk factors in treating patients with mental health illnesses and considerations for how this may impact evaluations and plans of care.</p> <ul style="list-style-type: none"> • Identify key risk factors among patients with psychiatric illnesses. • 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. • Gain skills to lower the stress inherent in working with psychiatric conditions in non-psychiatric settings. 	<p>1 hour</p> <hr/> <p>1 CME credit 1 COPIC point</p>
<p>Maximizing Safe and Effective Practice with Physicians, PAs, and NPs</p> <p>A review of the regulatory and scope of practice elements that are the most important to safe and effective practice for PAs, NPs, and physicians who work with and supervise them.</p> <ul style="list-style-type: none"> • Identify the relevant PA/NP regulations. • Illustrate examples of high-risk clinical scenarios. • Utilize a toolkit to work more safely and effectively with PAs and APNs. 	<p>Featured</p> <p>1 hour</p> <hr/> <p>1 CME credit 1 COPIC point</p>
<p>Medication Errors in the Electronic Age</p> <p>Medication errors continue in the era of EHRs, e-prescribing, and computerized physician order entry. Using a series of case-based examples, this seminar explores how these errors occur and suggests practical approaches to reduce them.</p> <ul style="list-style-type: none"> • Review strategies to avoid medication errors and mitigate their effects. • Summarize the complex causes, attitudes, and systems that contribute to these types of errors, as well as potential suggestions and solutions to reduce them. • List trends in claims and occurrences, and describe actions to decrease medication errors. 	<p>1 hour</p> <hr/> <p>1 CME credit 1 COPIC point</p>

Minors and Risk: Immunizations, Pregnancy, STI, Addiction, Mental Health, Custody Battles, and More!

Dealing with children and adolescents can be complex with an array of legal and regulatory issues that impact your role and responsibility as a medical provider. Learn the common areas of confusion when working with minors and how to avoid potential non-compliance.

- 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.
- Review strategies for complying with the complex laws that apply in these situations.

Featured

1 hour

1 CME credit
1 COPIC point

Newton's Law of EHRs: For Every Function, There's an Equal and Opposite Malfunction

Health information technology offers the promise of benefits in clinical practice, but devices and software are subject to failures, errors, and adverse effects that have created new pathways for patient harm. This program analyzes ways EHRs create potential liability risks, approaches to mitigate them, and covers general features of EHRs, electronic communication, data input, storage and transmission, decision support systems, and devices. A handout with extensive examples and resources will be provided.

- Demonstrate how computer information systems can increase medical liability exposure.
- Identify specific risks to patient safety that arise from EHRs.
- Illustrate how EHRs may complicate medical liability defense.
- Review strategies to reduce adverse events related to the use of computers in health care settings.

1 hour

1 CME credit
1 COPIC point

Nonverbal Communication: Let Me See Your Body Talk

Using interactive case-based vignettes, we demonstrate the importance of nonverbal communication and how to improve your communication skills through practical techniques.

- Review the importance of nonverbal communication in medicine.
- Discuss a toolkit to improve nonverbal skills.
- Examine nonverbal communication in others.

1 hour

1 CME credit
1 COPIC point

OB Emergencies and Best Practices

A review of low frequency, but high severity situations in obstetrical care such as shoulder dystocia and post-partum hemorrhage.

- Identify patients at risk for shoulder dystocia.
- Describe the maneuvers to resolve a shoulder dystocia.
- Identify patients at varying risk of post-partum hemorrhage.
- Articulate when an intrauterine balloon is appropriate.
- Articulate the importance of standardized protocols and a debrief in these situations.

1 hour

1 COPIC point

Opioid Prescribing for Surgeons

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

- Learn about the extent of the opioid epidemic nationally and locally.
- Identify areas of risk for patients as a result of current prescribing practices.
- Review strategies to mitigate the risks in prescribing opioids.

1 hour

1 COPIC point

Returning Joy to Our Practices

This seminar is focused on helping health care professionals understand the reasons for loss of pleasure in the ever-changing world of clinical practice. By examining different personality traits, participants will discover adaptive skills for managing the inevitable stress of working in health care today. The presenter will use clinical vignettes based upon many years of clinical psychiatric practice with helping doctors in all stages of their career.

- Understand basic principles of personality trait development, particularly those unique to health care providers.
- Develop new programs to enhance resilience and strengthen wellness.
- Identify early signs of compassion fatigue, burnout, and depression to enable early interventions for oneself and others.

1 hour

1 COPIC point

Sepsis in 2020: Fear and Loathing in the Microbial World

An analysis of infections, including sepsis, and their complications, that lead to lawsuits through the lens of COPIC's experience.

- Understand the importance of the whole health care team for best management of patients with infectious symptoms.
- Recognize the importance of vital signs in the diagnostic evaluation of patients who might be septic.
- Understand that the initial presentation of infections that can rapidly progress may be subtle and non-specific.
- Learn from cases of severe infections how early recognition and treatment might have resulted in better patient outcomes.

1 hour

1 COPIC point

Tales From the Hotline: How Would You Handle These Actual Medicolegal Hotline Calls?

Sixteen years of experience from 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 medicolegal situations that inevitably arise in medical practice.
- Recognize when you can access assistance from COPIC's Risk Management Hotline.
- Discuss the importance of following state medical board regulations.

Featured

1 hour

1 CME credit

1 COPIC point

The COPIC Jeopardy Game

Using an interactive game show format, this program examines common issues and trends in patient safety and liability in a fun and informative way.

- Identify common risk management issues frequently encountered in the practice setting.
- Examine various systems utilized in the practice 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

1 CME credit

1 COPIC point

The Empathy Effect: The Secret Sauce in Medicine

Showing empathy to your patients is a core skill that improves diagnostic ability and improves patient outcomes. This interactive talk gives valuable tips on how to hone and improve your empathy skills.

- Become aware of empathy and its effects.
- Develop an understanding of the need for empathy in the practice of medicine.
- Discuss a toolkit for connecting and showing empathy.

1 hour

1 CME credit
1 COPIC point

The Fastest 20 Seconds in Surgery

A review of why communication is so important in the surgical setting with examples of good versus poor communication. We focus 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 hour

1 COPIC point

The Hardest Conversation in Clinical Practice: Talking About Terminal Illness

This seminar will help clinicians in all specialties learn effective ways to communicate with patients and families dealing with potentially terminal illnesses. Preparation for hospice care, support for grieving families, coping with suicidal patients, and other topics will be highlighted with case vignettes.

- Learn how to prepare in advance for conversations about terminal illness.
- Understand personal obstacles to helping patients and families cope with terminal illness.
- Develop new skills for supporting families and patients when outcomes become unexpectedly fatal.

1 hour

1 COPIC point

The Opioid Crisis Part I: The Pain That Won't Go Away

This seminar examines the scope of the opioid problem, and how to effectively use the guidance of the CDC, FDA, medical boards, and other best practices. Based on these resources, we 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, overprescribing or under prescribing, overdose, abandonment, diversion, and vicarious liability.
- Review materials related to recently adopted guidelines from the CDC and/or state medical boards 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

1 CME credit
1 COPIC point

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, teaching techniques to encourage patient buy-in while 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 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

1 CME credit
1 COPIC point

The Plaintiff Would Like to Call Their First Witness: The Patient's Cell Phone

Cell phones have complicated the legal and ethical context of photos, videos, and audio recordings in health care settings. Legal guidelines need to address recording by, and of, patients and visitors, as well as medical staff. Discussion will cover HIPAA and other privacy statutes, wiretapping, social media, commercial use, reputation management, private use versus 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.
- Explore the risks of provider distraction by portable electronic devices.

1 hour

1 CME credit
1 COPIC point

The Quicksands of Social Media

Providers and medical staff often participate in social media for personal use, and to connect professionally with colleagues, organizations, and patients. Technologies such as instant messaging, email, video chatting, and photo sharing expose users to serious risks from the standpoint of HIPAA, privacy, security, public relations, and professional (as well as personal) liability. This seminar focuses on learning how to avoid common mistakes when using social media.

- 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

1 CME credit
1 COPIC point

The Road Less Traveled: Learning from and Managing Our Errors

With an interactive format that uses the metaphor of the famous poem, “The Road Less Traveled,” we describe how to improve and learn from our responses to adverse outcomes.

- Illustrate the elements of Just Culture, which focuses on accountability and open communication.
- List the critical steps in the optimal management of adverse outcomes.
- Examine multiple perspectives—patients, clinicians, and other affected staff members—when results are different than expected.
- Using case examples, describe the benefits of a system's transformation to transparency, Just Culture, and patient safety.

1 hour

1 COPIC point

The Short Route to Telecare

An overview of the technological, legal, regulatory, and liability essentials needed to practice telemedical care. This program provides a basic familiarity of telemedicine to allow practitioners who have user-level acquaintance with teleconferencing to provide telemedicine to patients during emergency conditions.

- Understand the practical components of telemedicine.
- Understand the legal and regulatory framework for telemedicine under the COVID-19 rules.
- Understand professional liability risks associated with telemedicine.
- Discuss platforms, consent, standards of care, security, documentation requirements, as well as approaches to evolving best practices.

Featured

1 hour

1 COPIC point

The Upset Patient: Tips for the Difficult Encounter

Physicians face numerous situations that involve patients who, shall we say, can be “challenging.” Because the physician-patient relationship is integral to medicine, navigating these situations effectively is an important skill. 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 diagnose relationship issues.
- Formulate a skill set to use in a difficult encounter.

1 hour

1 CME credit

1 COPIC point

What Causes a Medical Error?

An epidemiological approach to medical errors, demonstrating the powerful value of classifying, analyzing, and sharing an account 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.

1 hour

1 COPIC point

What I Wish Someone Had Told Me Earlier: A Toolkit for Managing Your Practice

A case-based discussion of the importance of having policies for internal professional review, engagement of new physicians, and ways to institute professional and behavioral standards for providers in practice. Customizable templates of sample policies in these areas will be reviewed and made available to utilize for your practice needs.

- Provide guidance on how to report performance concerns within a practice.
- Provide toolkits to help practices develop policies and procedures for internal professional review, onboarding, and mentoring of new physicians.
- Provide toolkits for peer support programs and professional standards development.
- Discuss the importance of performing internal professional review and proactive physician engagement.

1 hour

1 COPIC point

ADDITIONAL LEGAL TOPICS

Can You Hear Me Now? Telemedicine and Liability Issues

Telemedicine is complex and continues to evolve in its regulations, guidelines, and best practices. This presentation focuses on helping attendees to understand the legal requirements and liability issues when practicing telemedicine.

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

1 hour

1 COPIC point

Choose Your Words Carefully: Medical Records and Provider Communication

If faced with a medical liability 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 through the examination of case studies.
- Discuss tools to mitigate risks that providers can employ in their practices.

1 hour

1 COPIC point

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 Claims 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. Programs are scheduled periodically throughout the year; see callcopic.com/education to locate and register for a program near you.

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

3 hours

3 CME credits
2 COPIC points

EHRs: Expected and Unexpected Dangers That Emerge in Lawsuits

Electronic health records (EHRs) can be a friend or foe. Learn how to be proactive in your EHR practices and avoid issues that commonly arise in medical liability cases.

- Compare and contrast how electronic medical records have changed liability issues.
- Recognize common areas of error.
- Review tools that health care providers can employ to mitigate risk in their daily practices.

1 hour

1 COPIC point

Establishing Boundaries: Avoiding Accidental Missteps Associated with Fraud and Abuse

Fraud and abuse compliance is complicated. Learn how to avoid common mistakes, identify new trends and topics in this area, and take proactive steps to stay in compliance.

- Understand how fraud and abuse are 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.

1 hour

1 COPIC point

HIPAA Basics: What Every Provider Should Know (and Understand)

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 your compliance process in relation to interpretation of guidelines.
- Identify new rules and regulations from the federal government.

1 hour

1 CME credit

1 COPIC point

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 missteps 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 his or her 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 your compliance process in relation to responding to a request to access or amend.
- Identify new rules and regulations from the federal government.

1 hour

1 COPIC point

HIPAA: Into the Breach

Be prepared and learn what to do in an emergency breach situation before it arises. This presentation examines HIPAA as it relates to data breaches and focuses on developing strategies to help prevent breaches 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 your compliance process in relation to a breach event.
- Identify new rules and regulations from the federal government.

1 hour

1 COPIC point

Hot Topics: Handling Current HIPAA Issues with Confidence

Providers are often requested by law enforcement officials to disclose medical information in a variety of contexts. Providers also face difficult questions about disclosures of a minor's records, especially in the context of a divorce or custody dispute. Prepare yourself and learn the HIPAA requirements for a variety of situations you will encounter in your practice. Learn how to avoid the common traps for the unwary that can result in substantial costs and burdens on a practice. The presentation will conclude with some trending areas where HIPAA breaches are occurring so that practices can be on guard to protect against these.

- Evaluate the HIPAA requirements when responding to a request for PHI by law enforcement and parents of minor children, especially in the context of a divorce.
- Recognize the appropriate steps to take and develop a plan of action to respond in compliance with the HIPAA Privacy and Security Regulations.
- Reevaluate your compliance process in relation to responding to a request to access or amend.
- Identify new rules and regulations from the federal government.

1 hour

1 COPIC point

If You Knew EMTALA Like I Know EMTALA: Common Pitfalls and Compliance Issues

Are you complying with EMTALA requirements? How do you define an “emergency medical condition”? Responsibilities under EMTALA can be complex and it is important to understand the obligations that apply. Learn what you need to know and the actions to take in order to comply with EMTALA.

- Outline a hospital's duty to patients requesting examination or treatment for a medical condition.
- Recognize the obligations of the on-call staff.
- Create policies and procedures to ensure that the hospital and medical staff meet EMTALA requirements.

1 hour

1 COPIC point

Monitoring and Managing Your Online Reputation and Patient Reviews

A patient has just posted a scandalous review of your practice. It's not true. It's not fair. Learn how to address these difficult issues without violating the law or making the situation worse.

- Recognize and understand the common legal issues facing health care providers when addressing potentially harmful posts on social media and physician review websites.
- Examine strategies to respond to harmful posts on social media and health care review websites.
- Learn how to proactively manage your online reputation.

1 hour

1 COPIC point

Professional Review: The Best Tool You May Not Be Using

Professional review is an important tool for you to use in your practice. Medical practices that successfully utilize professional review share common themes—they have developed a culture of understanding that professional review allows them to continually improve the quality of care as well as protect the safety of patients. Learn about the what's, why's, and how's of professional review.

- Discuss why using professional review is important in your practice.
- Explore how professional review can be used in your practice.
- Review the requirements to establish a professional review committee.

1 hour

1 COPIC point

Social Media: Online Exposure and Unforeseen Threats

Don't let social media take you down. This discussion focuses on learning how to avoid common mistakes when using social media and uses a legal perspective to provide a better understanding of current challenges.

- 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

1 COPIC point

Subpoenas: The What, Why, and How to Respond

Subpoenas can be tricky, but they don't have to be scary. Gain a better understanding of their purpose, your role in responding to them, and when it's appropriate to engage an expert.

- Understand subpoenas and their required procedures.
- Determine the type of subpoena and your legal obligation/requirement to comply.
- Review potential issues in the areas of appearance, payment, and expectations.

1 hour

1 COPIC point

The Hidden Dangers of Minors and Legal Risk

Dealing with children and adolescents can be complex with an array of legal and regulatory issues that impact your role and responsibility as a medical provider. An experienced COPIC legal expert walks through different scenarios and requirements that are important for providers. 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.
- Discuss strategies for complying with a complex area of law.

1 hour

1 CME credit

1 COPIC point

The Light at the End of the Tunnel: Colorado End-of-Life Options Act

A health care provider may choose whether or not to participate in providing medical aid-in-dying medication to a patient, in accordance with the End-of-Life Options Act. A participating physician should be aware of the requirements for the patient, the attending physician, a consulting physician, and a health care facility where the physician practices.

- Outline the requirements for attending physicians, consultants, and patients under the Colorado End-of-Life Options Act.
- Contrast the requirements under the Act with the usual informed consent process.
- Recognize the reporting duties for prescribers and dispensers under the Act.

1 hour

1 CME credit

1 COPIC point

The Perils of 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. The seminar looks at this topic from a legal perspective to identify challenges for medical professionals. 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

1 COPIC point

Top Legal Concerns in Health Care: Navigating Common Scenarios with COPIC's Help

This presentation outlines and discusses current legal health care issues from the perspective of COPIC's legal counsel and provides guidance on addressing these issues.

- 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

1 COPIC point**Truth in Advertising: Do's and Don'ts When Promoting Your Practice**

Advertising in the health care setting 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.
- Review tools health care providers can employ to avoid liability and mitigate risk when marketing their services.

1 hour

1 COPIC point

CRISIS MANAGEMENT TOPICS

Can't Run, Can't Hide: Disaster Preparedness

A step-by-step review of how organizations can design their required disaster response plans to address environmental, biological, technological, and social disruptions that threaten health care operations.

- Optimize on-site safety and loss reduction for their own people and assets.
- Discuss how to provide services to regular patients and new victims under adverse conditions.
- Review the reality that medical staff must weigh their own family's immediate needs against those of patients and the public.

1 hour

1 COPIC point

Dangerous Encounters: Active Shooter Response

“Run-Hide-Fight” is the standard procedure being taught by law enforcement to organizations developing response plans for active shooter situations (federal guidelines may require your facility to conduct this training as part of your security plan). This program is taught by a certified firearms instructor and gives practical guidance about how to survive potentially dangerous encounters and discusses workforce planning, training, and simulation, along with physical counter-measures and crisis communications. We will also address liability and the legal implications of self-defense.

- 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

1 CME credit

1 COPIC point

Provider Concerns: When Your Patient Owns a Gun

This presentation offers firearms education for providers who want to improve their knowledge and credibility on topics with patients who own guns. There is increasing attention to firearms injuries, particularly suicide, as a public health concern. This has created interest among health care practitioners about how to talk to patients about safe firearm handling and storage, and legal means of restriction for patients at risk. The seminar offers in-depth education on firearms for providers who anticipate dealing with armed patients (e.g., law enforcement, concealed carry weapon holders), gun-owning households with children, and the presence of depression, suicide, domestic violence, and dementia in households with guns.

- Review the knowledge, skills, and attitudes taught by firearms instructors for responsible gun ownership.
- Become familiar with basic firearms mechanics, operation, and functions, with the limited goal of being able to safely handle and secure a firearm if it became necessary in a health care setting.
- Explore firearms culture from the vantage point of public health, public policy, and professionals who may find themselves addressing firearms safety with patients.

1 hour

1 CME credit

1 COPIC point

HUMAN RESOURCES TOPICS

**HR presentations are open to staff representatives and/or other insureds;
1 COPIC Point can be allocated to a provider for 1 HR presentation per year.*

<p>Building a Customer-Centric Practice for the Future</p> <p>A practice focused on putting customers (patients) at the center of everything they do experiences greater efficiency, maximization of resources, and ultimately greater revenue! In this session, you will:</p> <ul style="list-style-type: none">• Learn what it means to be customer centric.• Review the process to map out the customer journey.• Discuss how to measure success with metrics that matter.	<p>1 hour</p> <hr/> <p>1 COPIC point*</p>
<p>Emotional Intelligence: Your #1 Competitive Advantage Today</p> <p>In today's competitive workforce, emotional intelligence or emotional quotient (EQ) has become the new IQ. While IQ has always been the indicator of success in business, EQ has risen to the top as one of the most important skillsets in business today. In this session, you will learn the meaning of EQ, how to increase your overall EQ, and how to leverage it to maximize your overall effectiveness. EQ will give both you and your practice the edge you have been looking for to reach your fullest potential and lead the competition today.</p> <ul style="list-style-type: none">• Understand the importance of EQ and why it is preferred over IQ today.• Leverage EQ to increase your communication effectiveness.• Deploy tips for increasing and leveraging EQ to reach your potential.	<p>1 hour</p> <hr/> <p>1 COPIC point*</p>
<p>Generations in the Workplace: We Are More Alike Than We Are Different</p> <p>With more than 10 million baby boomers retiring every day and workers 55+ years becoming the fastest growing segment of the U.S. labor force, it is important to optimize the four generations in the workplace. Each generation is uniquely different and yet, alike.</p> <ul style="list-style-type: none">• Leverage the talent of your retiring baby boomers.• Motivate your Gen Xers.• Tap your achievement-oriented millennials and create purpose for your Gen Z's to transform your organization.	<p>1 hour</p> <hr/> <p>1 COPIC point*</p>
<p>Harassment Prevention in the Workplace</p> <p>Harassment in the workplace continues to be one of the most concerning issues facing employers today. With rising, high-profile individuals being accused of sexual misconduct and harassment allegations, employers' best medicine is prevention. Employers have an obligation to provide a safe workplace for all employees and it starts with you.</p> <ul style="list-style-type: none">• Review what constitutes harassment.• Understand the difference between inappropriate conduct and harassment.• Discuss appropriate action steps a manager can take when becoming aware of a potential harassment allegation.	<p>1 hour</p> <hr/> <p>1 COPIC point*</p>

Hiring for Cultural Fit

As the dynamics of the talent market changes, it is important to focus your efforts on finding the right talent for your organization. Customizing your recruitment efforts to fit your culture is the key to finding talent that stays. In this session, we will discuss strategies to incorporate your organizational values and your cultural norms into your recruitment efforts.

- Examine the impact of the aging workforce on the workplace.
- Compare the four generations at work today and amplify their strengths to build a diverse team.
- Diagram actionable steps to transform your talent acquisition and retention efforts.

1 hour

1 COPIC point*

HR Best Practices

A half-day seminar that aims to provide current HR best practices to reduce the risk of employment practice litigation. This is a semi-customizable presentation that can be designed to address the trending questions and concerns that COPIC is currently fielding. *Learning objectives will be determined based on the content of the presentation.*

3-4 hours

1 COPIC point*

Managing Difficult Employees: One Conversation at a Time

Dealing with difficult employees is one of the most challenging parts of any manager's job and arguably the most important. Difficult employees can be disruptive to the work environment and negatively influence the morale of any workplace.

- Learn how to prepare for and have difficult conversations.
- Review the importance of documentation.
- Discuss how to set expectations and provide the right support.
- Consider when to take action.

1 hour

1 COPIC point*

Top 10 Employment Laws Every Manager Should Know (ADA, ADEA, Title VII, FCRA, FLSA, FMLA, HIPAA, NLRA, OSHA, Worker's Compensation)

One of the biggest areas of risk in practices today is complying with top employment laws. You don't have to be an expert, but knowing the fundamentals of each law and how they interact is crucial to knowing when you need help.

- Learn the importance of each law and why they exist.
- Understand your role as a manager and how to comply.
- Learn how to identify risk by reviewing current case law.

1 hour

1 COPIC point*

COLORADO PHYSICIAN HEALTH PROGRAM (CPHP) CONSULTATION TOPICS

Being a Physician: The Top 10 Things You Wish You Had Known

Learn to identify various occupational hazards of being a physician and develop an understanding of the occurrences and types of illnesses that can affect physicians.

- 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.
- Understand ways to prepare for and cope with occupational hazards.
- 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.

1 hour

1 COPIC point

Doctors Without Borders: Maintaining Professional Boundaries

A focus on explaining and helping to understand the range of professional boundary issues with patients and co-workers.

- Describe the range of professional boundary issues that face most physicians—with patients and co-workers.
- 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.

1 hour

1 COPIC point

Home on the Range...The Challenges of Rural Medicine

Learn to address particular challenges in rural practice settings that can affect physician well-being.

- Identify the unique stressors in a rural physician's life.
- Learn about the distinct differences that are associated with the practice of medicine in a rural setting.
- Learn methods for practices/hospitals to maintain a productive, satisfied workforce.
- Identify the pros and cons of rural practice and delivery of care.

1 hour

1 COPIC point

Physician Heal Thyself? Thriving in the Face of Stress

A program focused on helping the physician understand basic concepts of work stress and how to effectively manage it.

- Understand the basic concepts of work stress.
- Identify the unique stressors in a physician's life.
- Learn about the physician work stress syndromes of burnout and malpractice stress.
- Learn several methods for managing physician work stress.

1 hour

1 COPIC point

R.E.S.P.E.C.T.—Find Out What It Means in Medicine

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 the role and responsibility of the workplace.
- Understand CPHP’s role in the evaluation and monitoring of “disruptive” physicians.
- Be aware of the scope and type of CPHP services available.

1 hour

1 COPIC point

Running on Empty: Combating Burnout

The effects of burnout within the practice of medicine are well documented. Join the experts from CPHP as they walk you through creative and innovative solutions to this common problem.

- Understand the basic concepts of work stress along with the symptoms and stages of burnout.
- Identify the unique stressors in a physician’s life and specific risk factors.
- Learn several methods for combating burnout as a physician.
- Be able to implement changes to work environment and personal practices to decrease stress.
- Be aware of the scope of services available to address burnout and how to access CPHP.

1 hour

1 COPIC point

What’s Your Drug of Choice? Doctors and Addiction

Learn about health issues of physicians including substance use disorders, types of situations and/or health issues that may affect a physician’s ability to practice.

- 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’ ability to practice with reasonable skill and safety.
- Appreciate the difference between illness and impairment.
- Understand why and how physician 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.

1 hour

1 COPIC point

PATIENT ADVOCACY (CITIZENS FOR PATIENT SAFETY)

Can a Conversation Change an Outcome? Can a Conversation Save a Life?

A focused discussion on defining the characteristics of, and differences between informed consent and shared decision making and how shared decision making is critical to transparent patient-centered care which can improve outcomes while reducing medical liability. Participants will also understand the value of having a family member, friend, or trusted other person present during the informed consent process.

- Understand that shared decision making is a process, not an event.
- Explain the value of having family members or care partners present during informed consent and shared decision making conversations.
- Describe shared decision making and how it improves health care outcomes.
- Explain why an empowered patient is a gem to the health care provider.

1 hour

1 COPIC point

Improving Outcomes and Patient Experience Through Shared Decision Making

Develop foundational knowledge to support patient engagement including strategies for incorporating shared decision making into clinical practice. Solutions will be discussed on how to overcome both patient and provider barriers to effectively implementing shared decision making.

- Define patient-centered care and the new model of the health care relationship.
- Explain shared decision making and a process for effectively implementing it.
- Describe messaging and sample language to use when implementing the shared decision making process.
- Identify barriers and solutions to implementing shared decision making.
- Describe the “teams” role in engaging the patient.

1 hour

1 COPIC point

Reducing the Revolving Door of Hospital Readmissions

Involving patients, family members, and community resources 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 an ideal discharge planning process.

- 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 an ideal discharge planning process and tools to support the implementation process.
- Recognize everyone who plays a role in discharge planning and their respective responsibilities.

1 hour

1 COPIC point

Seeing Through Their Eyes: Are You Empathetic?

A discussion to help medical professionals 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

1 COPIC point

Two Heads Are Better Than One: Engaging the Patient to Become Part of the Team

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

- Describe the old model of “physician-centered care” versus the new model of “patient-centered care.”
- Explain the definition and six steps of shared decision making.
- Identify tools and resources to provide patients to help empower them to be part of their health care team.
- Describe techniques for communicating with patients.
- Recognize the benefits of partnerships between physicians and patients as well their respective roles and responsibilities.

1 hour

1 CME credit

1 COPIC point

Using Patient and Family Partnership Councils to Drive Quality Improvement

A growing number of innovative health care organizations are including the patient and family voice to change their systems and processes to improve the quality of health care delivery. This presentation will describe how patient and family engagement relates to quality improvement, the importance of embedding the patient voice at all levels of care, and why your organization should have a Patient and Family Partnership Council.

- Describe how patient and family engagement relates to and drives quality improvement.
- Explain the importance of embedding the patient voice at all levels of care.
- Explain why your organization should have a Patient and Family Partnership Council.

1 hour

1 COPIC point



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