Courses/Seminars

Patient Safety,
Risk Management,
and Medical Legal
Education

2018
COPIC is dedicated to serving as your partner and a trusted resource for professional education. This publication provides 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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OVERVIEW

ACCME and CNE Accreditation

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

- 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.

In December 2017, COPIC became accredited as a provider of Continuing Nursing Education (CNE) by the American Nurses Credentialing Center Commission on Accreditation (ANCC). As a provider, COPIC is now authorized to present and award CNE credits for nursing staff education programs.

COPIC Points Program

The COPIC Points Program allows insured physicians, eligible allied health professionals, and facilities 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 physicians 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.

- Allied health professionals: 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 the same 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 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.
# CATEGORICAL LISTING OF SEMINARS

## GENERAL AND SPECIAL INTEREST TOPICS

- Tales from the Hotline: Medicolegal Stories from the Field and COPIC’s Responses
- Medication Errors in the Electronic Age
- Emergent and Recurrent Issues in Patient Safety and Risk Management
- The Opioid Crisis Part I: The Pain That Won’t Go Away
- The Opioid Crisis Part II: Strategies for Reducing the Burden
- Healing the Healer: Creating a Wellness Toolkit
- Maximizing Safe & Effective Practice with Physicians, PAs and NPs
- Diagnostic Errors: Thinking Like Sherlock
- All Clear: Ensuring Your Patient is Ready for Surgery
- 6 S’s in Mental Health
- The Road Less Traveled: Learning from and Managing our Errors
- Medical Malpractice 101: A Primer on Professional Liability
- The 3Rs Update
- The COPIC Jeopardy Game
- Communicating Electronically with Colleagues and Patients
- OB Emergencies
- Defending a Health Care Malpractice Case: Lessons from 30 Years in the Courtroom
- The Top Ten Issues in Patient Safety and Risk Management
- The Fastest 20 Seconds in Surgery
- Is It Just “Culture” or is It “Just Culture”? Minors and Risk
- Management of Unanticipated Outcomes
- HIPAA Basics
- Developments in Colorado Telehealth Law
- Even When You Do Everything Right: Responding to Patient Complaints
- Social Media and Liability Issues
- Non-Verbal Communication in Medicine: Let Me See Your Body Talk
- Difficult Clinician-Patient Encounters
- What if My Patient Wants to Record Our Exam?
- Performance Improvement for Physicians and Office Staff
- Opioid Prescribing for Surgeons
- What is a Medical Error
- Mock Trial

## ADDITIONAL LEGAL TOPICS

- Electronic Medical Records: Discovery and Liability Issues
- Electronic Medical Records and Social Media
- Fraud and Abuse
- HIPAA: Into the Breach
- Informed Consent: The Legal Perspective
- Tales from the Legal Hotline
- Social Media and Liability Issues
- Cleaning Up Physician Advertising: Physician Do’s and Don’ts
- Telemedicine and Liability Issues
- Colorado End-of-Life Options Act

## PRACTICE MANAGEMENT TOPICS

- Disaster Preparedness
- Liability Aspects of Electronic Health Records
- Your Mandatory Risk Assessment
- Liability Aspects of Social Media and Medical Websites
- Dangerous Encounters: Active Shooter Response
COLORADO PHYSICIAN HEALTH PROGRAM (CPHP) CONSULTATION TOPICS

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

PATIENT/FAMILY EXPERIENCES

- If You Want to Engage Your Patients You May Have to Learn to Dance
- Connecting with Patients: Are You Empathetic?
- Improving Outcomes and Patient Experience Through Shared Decision Making
- Switching Chairs: The Health Care Professional Becoming the Patient
- Can a Conversation Change an Outcome? Can a Conversation Save a Life?
- A Toolkit for Preventing Readmissions

ON-DEMAND COURSES

COPIC offers a variety of on-demand courses, accessible on our website at www.callcopic.com/education. On-demand courses allow for flexibility in completing CME credits and earning COPIC Points. Topics include:

- Interactive Case Studies
- Communication Techniques
- Practice Quality Modules
- Safety and Liability Issues in Working with PAs and APNs
### Tales from the Hotline: Medicolegal 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 medicolegal situations that inevitably arise in medical practice.
- Recognize when you can access assistance from COPIC’s Hotline.
- Discuss the importance of following Colorado Medical Board regulations.

| **1 hour** | **1 COPIC point** |

### Medication Errors in the Electronic Age

Medication errors continue in the era of electronic health records, e-prescribing, and computerized physician order entry. Through a series of case-based examples, we explore how these errors occur and suggest practical approaches to reduce them.

- Develop 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.

| **1 hour** | **1 COPIC point** |

### Emergent and Recurrent Issues in Patient Safety and Risk Management

A look at the areas where COPIC sees the most frequent medical liability cases as well as areas we are starting to see an increase in lawsuits. Based on this review, we examine how to protect yourself from identified issues.

- Recognize areas of recurring patient safety issues and how to correct them.
- Provide an overview of quality, patient safety, and clinical effectiveness.
- Explain the process to report adverse events.

| **1 hour** | **1 COPIC point** |

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

Examine the scope of the opioid problem and how to effectively use the guidance of the CDC, FDA, and medical boards, as well as other best practices. Based on these resources, we describe practical approaches to practice more safely with opioids.

- Describe the current opioids epidemic, state and national data, and the various contributions to this issue.
- 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 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** | **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, we review the reasoning and criteria for opioid dose reduction and discontinuation while teaching techniques to encourage patient buy-in that focuses 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 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 COPIC point

Healing the Healer: Creating a Wellness Toolkit

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.

- Understand the rate of stress and burnout in the medical profession.
- Interpret the factors cause this.
- Discuss opportunities for wellness in our profession.

1 hour
1 COPIC point

Maximizing Safe & Effective Practice with Physicians, PAs and NPs

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.

- Identify the PA/NP regulations.
- Illustrate examples of high-risk clinical scenarios.
- Utilize a toolkit to work more safely and effectively with PAs and APNs.

1 hour
1 CME credit
1 COPIC point

Diagnostic Errors: Thinking Like Sherlock

Diagnostic errors are the most common in cognitive specialties and continue to be an area of concern in health care. We examine the different root causes of biases that can influence decision making and describe 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
1 CME credit
1 COPIC point

All Clear: Ensuring Your Patient is Ready for Surgery

Examine 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.
- Develop communication strategies with other providers and the patient to mitigate the risks.

1 hour
1 COPIC point
6 S’s in Mental Health

An examination of key risk factors in treating patients with mental health illnesses.

- Identify key risk factors among their 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.
- Gain skills to lower the stress inherent to working with psychiatric conditions in non-psychiatric settings.

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.
- List the critical steps in the optimal management of adverse outcomes.
- Examine the different perspectives—patients, clinicians, 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.

Medical Malpractice 101: A Primer on Professional Liability

The phrase “what I wish I knew before I really needed to know it,” is very relevant in medical liability issues. To help providers build their knowledge in this area, we review the elements of a medical malpractice case. In particular, we look at the course of a claim from occurrence to closure, and what are the most common issues and clinical conditions that lead to malpractice concerns.

- List the four elements that a plaintiff attorney must prove.
- Recognize when you should report, what to report, and what to expect following the report.
- Differentiate between especially high-risk issues that drive claims and areas unlikely to create concerns.

The 3Rs Update

COPIC’s nationally recognized 3Rs Program is a practical application of the principles of transparency and accountability in situations that involve unanticipated outcomes. We examine the program’s history, how to use it, and practical concerns of disclosure and resolution.

- Familiarize audience with the 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.

The COPIC Jeopardy Game

Using an interactive game show format, common issues and trends in patient safety and liability are examined 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.
<table>
<thead>
<tr>
<th><strong>Communicating Electronically with Colleagues and Patients</strong></th>
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<tbody>
<tr>
<td>An analysis of risks and best practices for the use of electronic communication technologies in the health care setting.</td>
<td>1 hour</td>
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<tr>
<td>• Review a range of communication technologies available to practitioners (e.g., EHRs, networks, Wi-Fi, internet, email, text messaging, smartphones, and tablets).</td>
<td>1 COPIC point</td>
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<tr>
<td>• Compare strengths and vulnerabilities among technologies for communicating clinical information (e.g., security, reliability, and auditability).</td>
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<tr>
<td>• Enumerate specific risks and benefits of email, texting, and information portals.</td>
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<tr>
<th><strong>OB Emergencies</strong></th>
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<tr>
<td>A review of the low frequency, but high severity situations in obstetrical care such as shoulder dystocia and post-partum hemorrhage. This includes a review of the specific steps of response, as developed from national guidelines, ACOG, or from COPIC claims experience.</td>
<td>1 hour</td>
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<tr>
<td>• Identify patients at risk for shoulder dystocia and patients at varying risk of post-partum hemorrhage.</td>
<td>1 COPIC point</td>
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<tr>
<td>• Describe the maneuvers to resolve a shoulder dystocia.</td>
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<td>• Articulate when an intrauterine balloon is appropriate.</td>
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<td>• Articulate the importance of standardized protocols and a debrief in these situations.</td>
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<tr>
<th><strong>Defending a Health Care Malpractice Case: Lessons from 30 Years in the Courtroom</strong></th>
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<tr>
<td>Told from an experienced defense attorney’s perspective, this program examines what makes some medical liability cases easier to defend and what makes them difficult or impossible to defend.</td>
<td>1 hour</td>
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<tr>
<td>• Articulate the components of a professional liability claim.</td>
<td>1 CME credit</td>
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<td>• Recognize common theories of malpractice claims.</td>
<td>1 COPIC point</td>
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<tr>
<td>• Detect possible areas of weakness in practice policies and procedures.</td>
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<tr>
<th><strong>Top Ten Issues in Patient Safety and Risk Management</strong></th>
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<tr>
<td>An interactive and topical seminar format that distills the current trends in patient safety and liability.</td>
<td>1 hour</td>
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<tr>
<td>• Associate and describe different facets of communication which lead to liability claims or patient safety breaches; including EHRs, informed consent, and radiologist-clinician communication.</td>
<td>1 CME credit</td>
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<tr>
<td>• Appraise and synthesize the experience of communication and resolution programs, particularly the experience of the COPIC 3Rs Program.</td>
<td>1 COPIC point</td>
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<tr>
<td>• Recognize and evaluate certain problem areas, including high-dose opioid patients, difficult patients, and noncompliance.</td>
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<tr>
<td>• Review and summarize current high-risk clinical areas such as acute neurologic conditions.</td>
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### The Fastest 20 Seconds in Surgery

A review on why communication is so important in the surgical setting, and how to do it well or poorly. 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

### Is It Just “Culture” or is It “Just Culture”?

An exploration of the concept of “Just Culture,” which focuses on accountability and open communication. The discussion reviews guidelines for addressing provider behavior that is fair to the individual while maintaining accountability and improving patient care.

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

1 hour
1 COPIC point

### Minors and 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. Learn the common areas of confusion when working with minors and how to avoid potential errors. (Available in Colorado and Nebraska.)

- 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
1 CME credit
1 COPIC point

### Management of Unanticipated Outcomes

An examination of 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
1 CME credit
1 COPIC point

### 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 also serves as a good annual educational review.

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

1 hour
1 COPIC point
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<tr>
<th>Developments in Colorado Telehealth Law</th>
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<tr>
<td>Technology continues to transform medicine and telehealth is an area that promises benefits, but also presents liability risks. Learn the ins and outs of telehealth law in Colorado and discuss guidelines, regulations, and other updates that will help you better understand how technology impacts health care delivery.</td>
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<tr>
<td>- Identify the myriad of definitions of telehealth and associated terminology.</td>
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<td>- Recognize potential liability issues.</td>
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<td>- Discuss state and federal regulations influencing the practice of telehealth.</td>
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<td>1 hour</td>
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<th>Even When You Do Everything Right: Responding to Patient Complaints</th>
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<tr>
<td>An examination of the specific risk issues when patients lodge complaints and how to approach them. Complaints can take many forms, and we need to be sensitive to the patient’s needs and concerns that led to these allegations. We also look at the importance of COPIC’s 3Rs Program in helping patients and utilize a case study to illustrate these approaches.</td>
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<tr>
<td>- Identify areas of risk associated with patient complaints.</td>
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<tr>
<td>- Demonstrate how COPIC can assist in managing these areas while still seeking to assist patients as well.</td>
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<tr>
<td>- Review the 3Rs Program and how it can be helpful in these difficult situations.</td>
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<th>Social Media and Liability Issues</th>
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<tr>
<td>The world of social media as it relates to health care is filled with potential liability issues and providers need to be aware of possible pitfalls. We focus on learning how to avoid common mistakes when using social media.</td>
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<tr>
<td>- Compare and contrast the benefits and weaknesses of social media from a liability perspective.</td>
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<td>- Recognize common areas of liability.</td>
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<tr>
<td>- Assess appropriate levels of online exposure and social media use.</td>
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<th>Nonverbal Communication in Medicine: Let Me See Your Body Talk</th>
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<tr>
<td>Using interactive case-based vignettes, we demonstrate the importance of nonverbal communication and how to improve your communication skills through practical techniques.</td>
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<tr>
<td>- Review the importance of nonverbal communication in medicine.</td>
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<tr>
<td>- Develop a toolkit to improve nonverbal skills.</td>
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<tr>
<td>- Examine nonverbal communication in others.</td>
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<th>Difficult Clinician-Patient Encounters</th>
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<tr>
<td>Using interactive case-based vignettes, we teach you how to improve your techniques with difficult patients.</td>
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<tr>
<td>- Determine what constitutes a difficult patient interaction.</td>
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<tr>
<td>- Describe how to diagnosis relationship issues.</td>
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<tr>
<td>- Formulate a skill set to use in a difficult encounter.</td>
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<td>1 COPIC point</td>
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### What if My Patient Wants to Record Our Exam?

Cell phones have complicated the legal and ethical context of photos and video/audio recordings in health care settings. We review legal guidelines and scenarios that need to be considered in developing recording policies for facilities and practices. The discussion will cover recordings by—and of—patients, visitors, and medical staff. Additional topics include HIPAA, privacy statutes, social media, commercial use, private use versus publication, and more.

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

### Performance Improvement for Physicians and Office Staff

Examine common errors in the ambulatory medical setting and practical considerations and solutions for providers and their staff to reduce those errors.

- Familiarize the learners with COPIC’s Practice Quality Reviews.
- Discuss the Level One Guidelines criteria that form the basis for these reviews.
- Recognize liability concerns regarding Level One Guidelines.

### Opioid Prescribing for Surgeons

Examine the scope of the opioid problem specifically for procedural and surgical specialties. Using the guidance of the CDC, FDA, medical boards and other best practices, we describe practical approaches to practice more safely with opioids.

- Appreciate the extent of the opioid epidemic nationally and locally.
- Identify areas of risk for patients and in our prescribing practices.
- Develop strategies to mitigate the risks in prescribing opioids.

### What is a Medical Error?

An epidemiological approach to medical errors, 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.

### 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.
### Electronic Medical Records: Discovery and Liability Issues

An examination of the legal issues that arise and are unique to the setting of electronic medical records in health care.

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

1 hour  
1 COPIC point

### 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.

1 hour  
1 COPIC point

### Fraud and Abuse

Fraud and abuse compliance is complicated. Learn how to avoid common mistakes, identify new 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.

1 hour  
1 CME credit  
1 COPIC point

### HIPAA: Into the Breach

Be prepared and learn what to do in an emergency breach situation before it arises. We will examine HIPAA as it relates to breaches and develop strategies to help prevent them 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.

1 hour  
1 COPIC point

### Informed Consent: The Legal Perspective

Informed consent is a process that benefits the provider and the patient. Learn what you need to do in order to avoid problems with informed consent.

- 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.

1 hour  
1 CME credit  
1 COPIC point
## Tales from the Legal Hotline

COPIC’s Legal team receives calls throughout the year regarding complex legal situations. Learn about common inquiries we handle and discuss current legal health care issues with 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’s Legal staff.
- Discuss the importance of following applicable state and federal regulations.

| 1 hour | 1 COPIC point |

## Social Media and Liability Issues

Don’t let social media take you down. This discussion focuses on learning 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 | 1 COPIC point |

## Cleaning Up Physician Advertising: Physician Do’s and Don’ts

The legal ramifications of advertising in medicine and medical practices are examined, and practical suggestions and tools to reduce problems are provided.

- Examine advertising documents and recognize common areas of error.
- Distinguish what is and is not permitted by statute and other regulatory authorities.
- Develop tools that health care providers can employ to avoid liability and mitigate risk when marketing their services.

| 1 hour | 1 COPIC point |

## Telemedicine and Liability Issues

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

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

| 1 hour | 1 COPIC point |

## Colorado End-of-Life Options Act

In November 2016, Colorado voters approved Proposition 106 which created the Colorado End-of-Life Options Act. Under the Act, a mentally capable adult with a terminal illness and a prognosis of six months or less may request a prescription for medical aid-in-dying medication. In this program, we examine the details of the Act and highlight what medical providers need to understand.

- 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 COPIC point |
## 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 onsite safety and loss reduction for their own people and assets.
- 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 public.

| 1 hour | 1 CME credit | 1 COPIC point |

## Liability Aspects of Electronic Health Records
An in-depth review of how health information technology involving EHRs impacts provider liability and patient safety.

- 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 malpractice defense.
- Review strategies to reduce adverse events related to the use of computers in health care settings.

| 1 hour | 1 COPIC point |

## Your Mandatory Risk Assessment
A systematic approach to the comprehensive privacy and security risk assessment that is required by HIPAA and other regulations.

- Review the elements and process of a HIPAA Risk Assessment.
- Understand what is meant by 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 COPIC point |

## Liability Aspects of Social Media and Medical Websites
An analysis of legal hazards to providers and organizations created by social media participation by the facility, 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 | 1 COPIC point |

## Dangerous Encounters: Active Shooter Response
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 | 1 COPIC point |
### COLORADO PHYSICIAN HEALTH PROGRAM (CPHP) CONSULTATION TOPICS

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<tr>
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| **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 |
| **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’s 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 |
| **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, 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 |
| **Out of Range...Rural Medicine** | Learn to address particular challenges in rural practice settings that can affect physician well-being.  
- Identify the unique stressors in 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.  
- 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 coworkers.

- 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.
- Be aware of the scope and type of CPHP services available.

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
### 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 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.

- Understand that the role of the health care team is to partner with 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 the patient has 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 a provider’s 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 patient and provider.

1 hour
1 COPIC point

### Connecting with Patients: 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

### 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
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| **Switching Chairs: The Health Care Professional Becoming the Patient** | A discussion 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 why everyone needs a patient advocate, coach, or care partner.  
  - Understand provider/patient communication when roles are reversed.  
  - Recognize the impact of individual performance in system-driven environments. | 1 hour  
  1 CME credit  
  1 COPIC point |
| **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 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 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 |
| **A Toolkit for Preventing 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 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 |