

## Within Normal Limits: A New Podcast by COPIC



This past November, COPIC launched a podcast called *Within Normal Limits: Navigating Medical Risks*. Hosted by Eric Zacharias, MD, an internal medicine doctor and physician risk manager with COPIC, the podcast offers insights for physicians and medical providers/professionals on pitfalls to avoid and best practices to improve patient care.

Episodes are around 20 minutes and focus on conversations between Dr. Zacharias and other medical experts/physicians who provide guidance through detailed analysis and case study reviews. *Within Normal Limits* is available on popular platforms such as Apple Podcasts, Google Podcasts, Spotify, and Amazon. You can also go to our website and visit [www.callcopic.com/wnlpodcast](http://www.callcopic.com/wnlpodcast) for more information. New episodes will be posted throughout the year, so we encourage you to subscribe and hope you enjoy the podcast. And, if you have any feedback or suggested topics for future episodes, please email us at [WNLpodcast@copic.com](mailto:WNLpodcast@copic.com).

### Episode 1 Med Mal 101—Heads, Hearts, Bellies, and Bugs

Our first episode draws upon decades of medical liability experience to distill the key areas where we consistently see medical liability lawsuits—heads (neurologic), hearts (chest pain), bellies (abdominal pain), and bugs (infections). We examine why physicians sometimes misdiagnose symptoms that seem obvious in hindsight, but in actual practice, are not so simple. With guest Dr. Dennis Boyle, a rheumatologist and COPIC physician risk manager, Dr. Zacharias walks through some sample scenarios and offers guidance on how to avoid common liability risks while enhancing patient safety.

**BONUS CONTENT:** Dr. Zacharias talks about how medical residents are named in up to 30% of medical liability lawsuits, and the long-term impact this can have on them.

### Episode 4 Informed Consent—The Joy (and Pain) of Shared Decisions

Informed consent shouldn't be viewed as just an obligation to get a signed form, but rather, an opportunity to engage patients in shared decision-making. Dr. Jeffrey Varnell, a surgeon and COPIC physician risk manager, joins Dr. Zacharias to talk about the process of disclosing essential information during the informed consent process so that patients understand the recommended treatment and indications, risks, benefits, alternatives, and risks of not proceeding. In addition, they review the importance of not delegating this process to those who aren't performing the procedure and assessing a patient's understanding.

### Episode 6 Burnout from COVID-19: Moving Forward with Resilience

The compounded impact of COVID-19 has heightened the prevalence of burnout and the importance of efforts to address the well-being of medical providers. In this episode, Dr. Zacharias talks to Dr. Boyle again, as he is one of COPIC's experts on physician burnout. They dissect the root causes of burnout and three key diameters to consider—depersonalization, emotional exhaustion, and feelings of low accomplishment. They look at other influential factors such as EHRs, workplace culture, and personality traits as well as the omnipresence of grief in health care. In addition, they talk about how the trend of prescribing "simple mindfulness" can be a challenging practice to put into action, and what steps can be taken to effectively approach this.

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## 2021 COPIC EDUCATION ACTIVITIES

On-demand and virtual will continue to be the primary formats

COPIC is still taking the necessary precautions to provide our insureds with educational resources, and to do so in a way that supports safe COVID-19 protocols.

### ON-DEMAND COURSES

These courses will continue to be available on our website at [www.callcopic.com/education](http://www.callcopic.com/education). Simply select a course, login with your username/password, and then the course will launch. Some of the new courses we have recently launched include:

- Understanding Common Cancers and Syndromes
- Patient Safety Pearls (focused courses are available in the following specialties: Anesthesia, Gastroenterology, Obstetrics, Orthopedic Surgery, Primary Care, Radiology, and Urology)
- Safe Habits in Emergency Medicine
- Improving Transitions in Care

### VIRTUAL PROGRAMS

We are looking at offering virtual programs via Zoom throughout the year based on feedback and demand. Please look for updates about these in future *COPIC News* and *Copiscope* newsletters and other communications.

This includes our **COPIC Corner** presentation, which gained popularity in 2020 and is structured as follows:

- Designed for physician groups, medical practices/facilities, hospitals, and systems.
- Schedule a customized, one-hour session that addresses key issues that are on your mind.
- Our team will work with you to develop an agenda that focuses on your needs and questions; we can cover current issues that you would like to explore, trends in your medical specialty or practice, and/or have a free-form discussion with a COPIC physician risk manager or attorney/legal expert.
- Learning objectives will be determined based on the content.
- If you are interested in scheduling a COPIC Corner for your group, facility or organization, please contact Carmenlita Byrd at [cbyrd@copic.com](mailto:cbyrd@copic.com) or (800) 421-1834, ext. 6131.

### IN-PERSON SEMINARS

At this time, we do not plan to offer in-person seminars. We will keep you informed if conditions change, and feel that we can resume these in a safe manner.

## COVID-19 RESOURCES ON COPIC'S WEBSITE

[www.callcopic.com/covid-19-information-and-resources](http://www.callcopic.com/covid-19-information-and-resources)

COPIC continues to update COVID-19 resources on our website. These resources include:

- Details about your COPIC policy
- Risk management/clinical guidelines such as steps to take with elective procedures, best practices to keep your practice open, and disclosures when caregivers test positive for COVID-19

- Telehealth guidance and resources
- State summaries that highlight regulatory updates and executive orders
- Links to physician and provider wellness resources

You can access this information via our COVID-19 Information and Resources page at [www.callcopic.com/covid-19-information-and-resources](http://www.callcopic.com/covid-19-information-and-resources)

## ONLINE PAYMENT OPTIONS AND FEATURES

Making payments and managing your account shouldn't be a hassle. That's why we offer several features through our billing and payment system via the Service Center on our website. Besides being able to view and pay invoices online, policyholders have access to added services like email reminders and a payment scheduler.

If you have any questions, please call (720) 858.6211 or (800) 421-1834, ext. 6211 during regular business hours (8am-5pm MT).



Set It and Forget It: set up automatic payments so you never miss a payment



Schedule payments for a future date



Go paperless and receive bills via email



Get email reminders or set up text notifications



Pay by phone during business hours by calling (720) 858-6211

## SCHOLARSHIPS FOR MEDICAL RESIDENTS TO ATTEND PRESTIGIOUS PATIENT SAFETY PROGRAM

The COPIC Medical Foundation has a long history of supporting the Academy for Emerging Leaders in Patient Safety (AELPS), a program led by internationally renowned patient safety experts. The Foundation will be sponsoring the week of June 7-10, 2021, which is designed to train medical residents. Residents practicing in the following states can apply for a full scholarship to attend the 2021 AELPS program: Arizona, Colorado, Iowa, Kansas, Minnesota, Nebraska, North Dakota, Oklahoma, South Dakota, and Utah.

- ▶ Scholarships include books, educational materials, and networking events. If the event is in-person in Breckenridge, the scholarship will also cover airfare, meals, ground transportation, and lodging. Please note, a virtual format may be substituted pending COVID-19 developments.
- ▶ For more information and to apply, please visit [www.telluridesummercamp.com/aelps-cmf](http://www.telluridesummercamp.com/aelps-cmf)
- ▶ The deadline to submit applications is February 15, 2021.

## COPIC HUMANITARIAN AWARD NOMINATIONS

**Nominate a physician who has gone above and beyond their scope of practice and made a difference in his or her community.**

The COPIC Humanitarian Award is presented annually to honor a physician for volunteer medical services and contributions to their community. The recipient of the award designates a \$10,000 donation from COPIC to be provided to a health care-related 501(c)(3) organization within their respective state. If you know a worthy candidate, please nominate him or her for this award.

The award is presented in Colorado, Nebraska, North Dakota, South Dakota, Utah, Minnesota and Iowa. The following nominations are open and a nomination form can be downloaded at [www.callcopic.com/about-copic/copic-humanitarian-award](http://www.callcopic.com/about-copic/copic-humanitarian-award)

### ➔ Iowa

Nominations accepted from Jan. 1–Feb. 28; presented in partnership with the Iowa Medical Society

### ➔ South Dakota

Nominations accepted from Jan. 27–March 13

### ➔ Nebraska

Nominations accepted from Feb. 1–May 30



Better Medicine • Better Lives

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# COPICNEWS

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Did you miss a previous edition of COPIC newsletters? Don't worry. A full archive of past newsletters can be accessed on [callcopic.com](http://callcopic.com).

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**Fax**  
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**24/7 Risk Mgmt. Hotline**  
(for urgent, after hours inquiries)  
866/274-7511

**To Make an Incident Report**  
720/858-6395

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720/858-6157

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720/858-6003 (fax)

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### COPIC Financial Service Group, Ltd.

720/858-6280

**Fax**  
720/858-6281

**Website**  
[www.copicfsg.com](http://www.copicfsg.com)

### COPIC Medical Foundation

720/858-6060

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**Website**  
[www.copicfoundation.org](http://www.copicfoundation.org)

[www.callcopic.com](http://www.callcopic.com)

Connect with COPIC  



## THE LEGISLATIVE LANDSCAPE

### PREPARING FOR THE YEAR AHEAD

As COPIC’s Public Affairs team looks toward the year ahead and the issues that may impact health care, there are some key principles that continue to guide our efforts. In addition to our focus on tracking and monitoring state legislation, we know that engagement with key stakeholders and leaders within the health care community is essential. And we look at this engagement in the context of three Cs—convening, collaborating, and contributing.

#### CONVENING

How can COPIC serve as a catalyst to connect diverse stakeholders across health care? Getting the right people in the room is often the biggest challenge, but it is an important step for examining an issue to better understand the different parts and to recognize how different interests can align or conflict with one another. This collective view generates insight and action beyond what occurs when individual organizations operate on their own.

The wide network of COPIC and its partners, such as the Colorado Medical Society and Colorado Hospital Association, allows us to bring together voices from physicians, nurses, medical and specialty societies, hospitals associations, rural health care experts, patient advocates, health care system executives, health insurance providers, and more. The interactions among these different segments are critical and remind us of the importance and value of others’ perspectives.

#### COLLABORATING

With collaboration, we can focus on utilizing the strengths and resources of those who come together to move ideas forward and develop solutions. A Harvard Business Review article<sup>1</sup> noted that “One problem is that leaders think about collaboration too narrowly: as a value to cultivate but not a skill to teach.” This is useful insight as it reiterates the key skills needed to support effective collaboration: learn to listen (not just talk), practice empathy, be open to experimenting with others’ ideas, and allow judgment to give way to curiosity.

The article also notes that “In successful collaborations, each person assumes that everyone else involved, regardless of background or title, is smart, caring, and fully invested. That mindset makes participants want to understand why others have differing views, which allows them to have constructive conversations.” In health care, embracing this type of mindset is what will open us up to new, innovative thinking.

#### CONTRIBUTING

How can we apply our expertise and experience to support our partners? COPIC stands in a unique position where the medical and legal worlds intersect. This provides us with access to information, such as claims data and best practices, that is valuable in identifying potential risks and other factors that deserve consideration in the legislative and regulatory environments. COPIC’s medical and legal experts are engaged with our advocacy efforts and come together to solve problems that our insureds encounter. This information is analyzed on a broader level, and we determine how we can contribute to improved care by sharing what we know with others.

<sup>1</sup> <https://hbr.org/2019/11/cracking-the-code-of-sustained-collaboration>

#### POLICY AREAS WE ARE MONITORING FOR 2021

Through conversations and meetings with our health care partners in Colorado, our Public Affairs team has identified a handful of potential public policy topics that we expect to be at the forefront of the 2021 legislative session:

- Provider protections during future health crises
- Provider scope of practice issues
- Health care liability expansion

As always, COPIC will continue to monitor legislative activities with our partners. To learn more about COPIC’s legislative and policy engagement efforts, contact Beverly Razon, Senior Vice President of Public Affairs, at (720) 858-6056 or [brazon@copic.com](mailto:brazon@copic.com).

For information on legislation or to find your elected officials, visit us at [www.callcopic.com](http://www.callcopic.com) and go to the Legislative Action Center link under the Resource Center section.



## COPIC MEDICAL FOUNDATION: GRANTS IN ACTION

# NEW PARTNERSHIP BRINGS COLORADO PDMP INTO HOSPITAL EHRs

Colorado Hospital Association (CHA) has partnered with RxAssurance to implement OpiSafe to incorporate Colorado's prescription drug monitoring program (PDMP) into member hospitals' electronic health records (EHRs). OpiSafe is an application that integrates into clinicians' workflows to check the PDMP prior to opioid orders and prescriptions, and reviews additional patient details including lab results and screening assessments.

Colorado requires that prescribers review the PDMP prior to prescribing opioids, and beginning in 2021, there will be a federal requirement for hospitals to report provider utilization of the PDMP. OpiSafe will monitor and create PDMP efficiency reports that can be used to meet these requirements, and track overall hospital performance. The OpiSafe's platform provides:

- Easy access to PDMP data
- Identification of risks related to opioid misuse
- Access to clinical guidelines
- Tools for overdose prevention

This is a one-year project funded by the Colorado Office of Behavioral Health as part of the State Opioid Response grant. Funding is limited, but CHA intends to support the implementation costs for integrating the PDMP into hospital EHRs, licensing hospital providers for one year after implementation and to offset hospital information technology personnel time to work directly with OpiSafe on integration.

The COPIC Medical Foundation (CMF) supported CHA's intentions by providing supplemental funding to

help offset the cost of rural hospital employee time to coordinate implementation efforts with OpiSafe.

Sophia Meharena, DO, FAAP, COPIC Medical Foundation Board Chair, said, "Providing funding for the OpiSafe project is one of the many ways that CMF supports patient safety efforts across the region. Our funding here was focused on rural hospitals as a reflection of CMF's desire to ensure patients across various health care settings have access to advancements in patient care that can reduce adverse outcomes."

Hospital implementation efforts are set to begin in February of 2021. To take advantage of this opportunity, interested hospitals can contact Matthew Bulfer, CHA project manager via his email at [matthew.Bulfer@cha.com](mailto:matthew.Bulfer@cha.com).

In addition, the department of Health Care Policy and Financing (HCPF) has also partnered with OpiSafe to provide subsidized licenses to providers. Providers and clinics in outpatient settings are encouraged to review the information on HCPF's website at [www.colorado.gov/pacific/hcpf/prescriber-tool-project](http://www.colorado.gov/pacific/hcpf/prescriber-tool-project) regarding the requirements to applying for subsidized licenses. The HCPF application process begins in January 2021.

## NOMINATE A COLORADO PHYSICIAN FOR THE COPIC HUMANITARIAN AWARD

Each year, COPIC honors a Colorado physician for his or her volunteer medical services and contributions to the community outside of their day-to-day work. If you know a worthy candidate, please nominate him or her for this award.

The recipient of the award designates a \$10,000 donation from COPIC to be provided to a health care-related 501(c)(3) organization of the recipient's choosing (on his or her behalf).

Nominations are being accepted **May 1-August 31, 2021**. To nominate a physician, please visit our website at [www.callcopic.com/about-copic/copic-humanitarian-award](http://www.callcopic.com/about-copic/copic-humanitarian-award) to download a nomination form.





## THE LEGISLATIVE LANDSCAPE

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#### POLICY AREAS WE ARE MONITORING IN 2021

Through conversations and meetings with our health care partners in Nebraska, our Public Affairs team has identified a handful of potential public policy topics that we expect to be at the forefront of the 2021 legislative session:

- COVID-19 Liability Relief for Health Care Providers
- Occupational licensing reform—expanded scope for certain licensures, licensing
- consolidation, licensing across state lines, and licensing with a criminal history
- Telehealth expansion and telehealth payment parity
- Medicaid expansion revisions (Medicaid was expanded on October 1st, 2020)
- Further efforts to address behavioral and mental health
- Medical marijuana

LEGISLATIVE LANDSCAPE (FROM PAGE 1)

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## COPIC HUMANITARIAN AWARD NOMINATIONS

**Nominate a physician who has gone above and beyond their scope of practice and made a difference in their community.**

The COPIC Humanitarian Award is presented annually to honor a physician for volunteer medical services and contributions to their community. We specifically look to recognize those individuals who unassumingly volunteer outside the spectrum of their day-to-day lives. The recipient of the award designates a \$10,000 donation from COPIC to be provided to a health care-related 501(c)(3) organization within their respective state. If you know a worthy candidate, please nominate him or her for this award.

The award was established in 2001 in memory of Harold E. "Hal" Williamson. Hal was one of the first non-physician board members of COPIC. His inspiration and his dedication to going above and beyond led to the establishment of the COPIC Medical Foundation.

A nomination form can be downloaded at [www.callcopic.com/about-copic/copic-humanitarian-award](http://www.callcopic.com/about-copic/copic-humanitarian-award)

 **Nebraska**

Nominations accepted from Feb. 1–May 30

**SAVE THE  
DATE**



# 2021 SYMPOSIUM

This year's Symposium will be held in a virtual format on April 29–30.

### WHAT TOPICS WILL BE COVERED?

We are still finalizing the agenda, but plan to have presentations about compliance issues, regulatory updates, the CURES Act, peer review, telehealth, burnout in health care, and more. Updated details will be posted at [www.callcopic.com/symposium](http://www.callcopic.com/symposium).

### WHO CAN ATTEND?

COPIC-insured physicians, practice and office administrators, managers, advanced practice providers, and other appropriate staff. There is no cost for COPIC insureds to attend.

### HOW DO I REGISTER?

Please contact Stephanie Heronema at [sheronema@copic.com](mailto:sheronema@copic.com) or (800) 421-1834, ext. 6129.



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<sup>1</sup> <https://hbr.org/2019/11/cracking-the-code-of-sustained-collaboration>

#### Policy Areas we are Monitoring in 2021

Through conversations and meetings with our health care partners in Iowa, our Public Affairs team has identified a handful of potential public policy topics that we expect to be at the forefront of the 2021 legislative session:

- Establishing a hard cap on non-economic damages in medical liability cases
- Telehealth payment parity
- Scope of practice expansions

As always, COPIC will continue to monitor legislative activities with our partners. To learn more about COPIC’s legislative and policy engagement efforts, contact Beverly Razon, Senior Vice President of Public Affairs, at (720) 858-6056 or [brazon@copic.com](mailto:brazon@copic.com).

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## PHYSICIAN HUMANITARIAN AWARD NOMINATIONS

**Nominate a physician who has gone above and beyond their scope of practice and made a difference in their community.**

Presented annually in partnership with the Iowa Medical Society, the Physician Humanitarian Award honors a physician for volunteer medical services and contributions to his or her community. We specifically look to recognize those who unassumingly volunteer outside the spectrum of their day-to-day lives. The recipient of the award designates a \$10,000 donation from COPIC to be provided to a health care-related 501(c)(3) organization within their respective state. If you know a worthy candidate, please nominate him or her for this award.

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Nominations accepted from Jan. 1-Feb. 28

### ADVERSE INCIDENT?

### CONSIDER UTILIZING THE IOWA CANDOR LAW WITH COPIC'S GUIDANCE

#### WHAT IS CANDOR?

The term "Candor" is used in health care to describe a framework for addressing adverse health care incidents in a way that preserves the provider-patient relationship, allows for open communication, and supports improvements in patient safety. In 2015, Iowa passed the Iowa Candor Law that enables health care providers and facilities to offer timely and thorough responses to patients who experience an adverse incident.

#### HOW DOES CANDOR WORK?

It formalizes a non-adversarial process where there can be open communication about what happened, why it happened, and what can be done to prevent this in the future. This process is initiated by the health care

provider involved in the incident. The discussions under Candor are confidential and privileged, and this facilitates communication between providers and patients in a way that is not hindered by the threat of these communications being used against the provider or facility in subsequent litigation. Under certain circumstances, the process may include an offer of compensation.

#### WHAT CANDOR RESOURCES DOES COPIC OFFER?

Resources are available on COPIC's website on our Iowa Candor Law page, [www.callcopic.com/resource-center/guidelines-tools/iowa-candor-law-resources](http://www.callcopic.com/resource-center/guidelines-tools/iowa-candor-law-resources). As with all incidents, COPIC insureds should call us to report an incident, and an occurrence specialist nurse will evaluate it with our team to determine if Candor is appropriate.

**SAVE THE DATE**



## 2021 SYMPOSIUM

Save the date for the 2021 Midwest Symposium, held in a virtual format on April 29–30.

#### WHAT TOPICS WILL BE COVERED?

We are still finalizing the agenda, but plan to have presentations about compliance issues, regulatory updates, the CURES Act, peer review, telehealth, burnout in health care, and more. Updated details will be posted at [www.callcopic.com/symposium](http://www.callcopic.com/symposium).

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