COPIC Education Catalog

Courses/Seminars

- *Patient Safety*
- *Risk Management*
- *Medical Legal Education*
- *Crisis Management*

COPIC®
Better Medicine • Better Lives

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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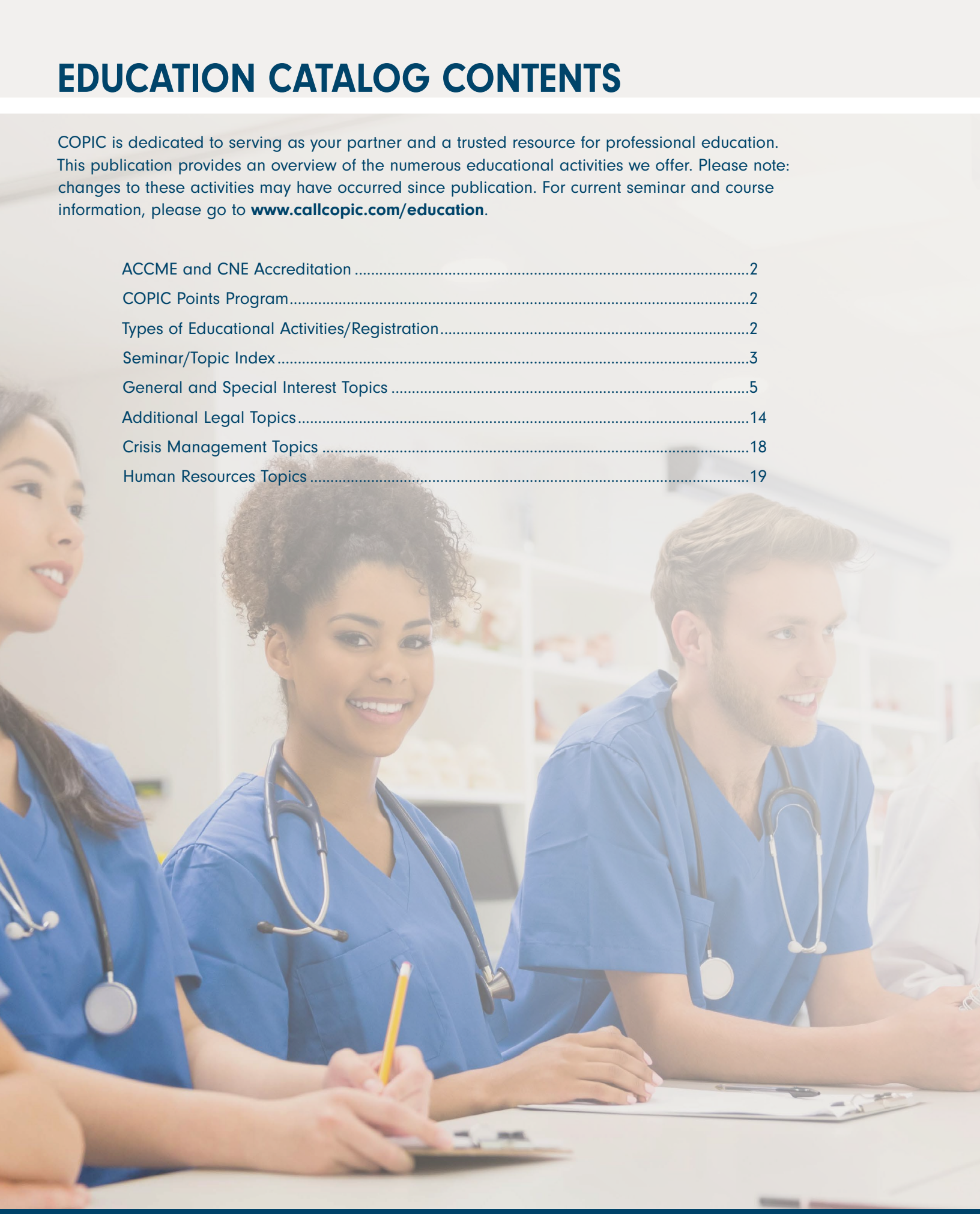

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OVERVIEW

ACCME and CNE Accreditation

COPIC is accredited as a provider of Continuing Medical Education (CME) by the Accreditation Council for Continuing Medical Education (ACCME).

- 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 eligible insured providers, including physicians, 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. (Nov. 1–Oct. 31)
- Eligible participants (physicians and advanced practice providers) need to have three COPIC points annually in order to qualify for the Preferred premium discount on the subsequent year's renewal.
- If participants have more than three COPIC points in a given year, they can roll over excess points (up to a maximum of six 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, 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. All courses are suitable for physicians, APPs, nurses, and interested medical staff. We will work with you for in-person or virtual courses to tailor material to your interests.

- **Seminars** are held throughout the year both virtually and in-person at various locations. They cover timely, relevant topics in areas such as patient/staff communications, clinical risk management, legal risk management, and physician support. When you attend the seminar, *please sign in upon arrival* to confirm your attendance. Following the seminar, the associated COPIC points will be credited to your balance.

  If you are interested in scheduling an in-person seminar at your facility or practice, please contact COPIC's Patient Safety and Risk management department at (720) 858-6396 or grkm@copic.com.

- **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 for the next steps in taking and completing the course.

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

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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
- Communication Techniques
- Practice Quality Modules
- Facility Risk Management 101
- Patient Safety Pearls
- Current and Emerging Risks (by specific specialty)

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

Burnout and Beyond: Finding Meaning and Wellness During Patient Care

Stress, anxiety, grief, and loss are common responses during medical care. This lecture discusses the health care provider's emotional response to patient care and suggests concrete strategies for dealing with stress.

- Understand how stress increases the risk of burnout.
- Identify fears, loss, and grief associated with patient care. Develop strategies to address the emotional impact of working in the medical field.

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, WiFi, 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 in Colorado, Iowa, and Utah, and other relevant states. 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.

1 hour

1 CME credit

1 COPIC point

COPIC Corner: A Customized COPIC Presentation

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.

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.

1 hour

1 COPIC point

Diagnostic Errors and How to Reduce Them

Diagnostic errors are most common in the cognitive aspects of patient care. This seminar examines the different root causes of biases and describes practical suggestion 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

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 CME credit
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

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 that lead to burnout and dissatisfaction in our careers.
- Discuss opportunities for wellness in our profession.

1 hour
1 CME credit
1 COPIC point

How Providers Think

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.

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

1 hour
1 CME credit
1 COPIC point

How You Drive May Be Hazardous to Your Patients' Health

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.

- 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.

1 hour
1 CME credit
1 COPIC point

Informed Consent, Informed Refusal, and Shared Decision Making

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.

- 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

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 the 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 guidelines.
- Illustrate the individual versus institutional responsibilities.
- Identify and develop policies which reflect those competing needs.

1 hour
1 CME credit
1 COPIC point

Major Risks: Specialty Specific Issues

As part of our efforts to address the needs of key medical specialties, COPIC created seminars that cover current issues/trends. Available specialties include:

- Anesthesiology and Interventional Pain
- Cardiology
- Emergency Medicine
- Family Medicine
- Gastroenterology
- Hospitalists
- Internal Medicine and IM Subspecialties
- Neurology
- OB/GYN
- Ophthalmology
- Orthopedic Surgery
- Pediatrics
- Plastic Surgery
- Psychiatry
- Radiology
- Specialty and General Surgery
- Urology

Our physician risk managers will give an overview of common and emerging high-risk scenarios for providers and then present illustrative cases based on actual medical liability lawsuits from the COPIC files. Our goals are to keep you informed of critical risk areas, reduce your chances of being named in a lawsuit, offer insight to enhance patient safety, and create a forum for providers to discuss challenges they are facing.

- Articulate major patient safety and lawsuit risk areas in daily practice.
- Anticipate high-risk clinical scenarios in different care settings and actions to prevent adverse outcomes.
- Describe clinical situations where enhanced physician-patient shared decision making can improve patient safety.
- Analyze situations that may increase risk for systems failures that lead to patient risk.

1 hour
1 CME credit
1 COPIC point

Major Risks: Laparoscopic Cholecystectomy

Our physician risk managers will give an overview of common and emerging high-risk scenarios with laparoscopc cholecystectomy and then present illustrative cases based on actual medical liability lawsuits from the COPIC files. Our goals with this seminar are to keep you informed of critical risk areas, reduce your chances of being named in a lawsuit, offer insight to enhance patient safety, and create a forum for providers to discuss challenges they are facing.

- Describe major indications and contraindications for laparoscopic cholecystectomy.
- Discuss the critical view of safety and the key anatomic structures to identify.
- Describe the relative risks and benefits of performing an intra-operative cholangiogram.
- Discuss the recognition and rescue around common bile duct injury.

1 hour
1 CME credit
1 COPIC point

Maximizing Safe and Effective Practice with Physicians, PAs, and NPs

To create a safe and effective practice, we'll review regulatory and scope of practice elements for physicians who work with and supervise PAs and NPs.

- 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 NPs.

1 hour
1 CME credit
1 COPIC point

Medication Errors in the Electronic Age

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.

- 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.

1 hour
1 CME credit
1 COPIC point

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.

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 Crisis: 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.

- Discuss the history of the opioid crisis in the United States.
- Demonstrate an understanding of how to use opioids chronically.
- Discuss common signs of opioid use disorder (OUD).
- Describe what to do when you diagnose OUD.

1 hour
1 CME credit
1 COPIC point

Opioid Management: A Practical Approach to a National Crisis

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

- Demonstrate an understanding of how to access and utilize CDC recommendations for clinicians providing pain care, including those prescribing opioids.
- Discuss the history of the opioid crisis in the United States.
- Articulate measures to individualize pain management for a specific patient's pain type and anticipated duration.
- Discuss common signs of opioid use disorder (OUD).

1 hour
1 CME credit
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

Recurring Issues That May Get You Sued: Keeping Your Patients Safe

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.

- 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.

1 hour
1 CME credit
1 COPIC point

Sepsis: Fear and Loathing in the Microbial World

An analysis of infections and their complications, including sepsis, 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.

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 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 Upset Patient: How to Manage Difficult Interactions

Physicians face numerous situations that involve patients who 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

Accessing and Amending 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 medical records.
- Identify new rules and regulations from the federal government.

1 hour

1 COPIC point

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 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. Visit **callcopic.com/education** to register.

- 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 CME credit
1 COPIC point

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

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, particularly in referrals and billing practices.
- 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: 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

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, such as the Information Blocking Rule that took effect April 2021.

1 hour
1 CME credit
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

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 types of subpoenas 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 they apply 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 Perils of Patients and Providers Recording Each Other

New issues are arising in how facilities and practices develop policies to address photography, video, 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, video, and audio recording.

1 hour

1 COPIC point

Top Legal Concerns in Health Care: Navigating Common Scenarios

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 property.
- 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. We discuss 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 possess 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

Building a Customer-Centric Practice for the Future

A practice focused on putting customers (patients) at the center of everything it does experiences greater efficiency, maximization of resources, and ultimately greater revenue. In this session, you will learn:

- What it means to be customer-centric
- How to map out the customer journey
- How to measure success with metrics that matter

1 hour

1 COPIC point

Emerging Trends in Talent Acquisition, Retention, and Engagement

Explore the emerging trends in talent today and how to best position your organization for success. While the pandemic has not fundamentally changed what employees want—a comprehensive benefits package, career development, flexibility, and empowerment—the world of work is evolving. It is important to differentiate your organization, learn how to leverage your strengths, and engage your teams to keep the best of the best. In this seminar, you will:

- Understand the current talent acquisition issues and explore new ways to acquire talent
- Learn what employees want from their employers
- Discuss the importance of employee engagement and how to differentiate your organization
- Leave with practical ways to increase employee engagement

1 hour

1 COPIC point

Emotional Intelligence: Your #1 Competitive Advantage Today

In today's competitive workforce, emotional intelligence (EQ) has become the new IQ. While IQ has always been an indicator for 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 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. This session will provide you with the knowledge to:

- 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

1 hour

1 COPIC point

Harassment Prevention in the Workplace

Harassment in the workplace continues to be one of the most concerning issues facing employers today. Prevention is key. All employers have an obligation to provide a safe workplace for their employees and it starts with you. In this seminar, you will learn:

- What constitutes harassment
- The difference between inappropriate conduct and harassment
- Appropriate action steps a manager can take when becoming aware of a potential harassment allegation

1 hour

1 COPIC point

Hiring for Cultural Fit

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, operationalizing them for success.

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

1 hour

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 the workplace. In this seminar, you will learn:

- How to prepare for and have difficult conversations
- Document, document, document
- Set expectations and provide the right support
- Take action

1 hour

1 COPIC point

The Power of Communication

Effective communication in the workplace is key to the success of individuals, teams, and organizations. There is true power in what you say and in what you don't say and both are important. In this session you will learn to:

- Identify why we avoid difficult conversations
- Understand the importance of resolving conflict
- Recognize the impact of our non-verbal communication
- Share best practices for handling difficult conversations effectively

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 together is crucial to knowing when you need help. In this seminar, you will learn:

- The importance of each law and why they exist
- Your role as a manager and how to comply

1 hour

1 COPIC point

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