

CPEP 2016 ANNUAL REPORT

ANOTHER YEAR OF GROWTH AND CHANGE



LETTER FROM THE CEO

The Greek philosopher Heraclitus is credited with the adage “the only thing constant is change.” This certainly holds true

for the medical profession. The amount of new data that a physician must integrate into his/her knowledge base is rising logarithmically, and the very nature of how physicians practice has been changed dramatically over the past several years with the implementation of electronic medical records and other factors. We are facing a national crisis in opioid addiction, team based care is replacing clinical autonomy, and burnout is reaching epidemic proportions. In the midst of this changing environment, CPEP is changing and growing to provide resources that can help clinicians build needed skills to thrive in the new medical environment.

In 2016, CPEP launched two new seminars for healthcare professionals – *Advanced Skills in Clinician-Patient Communication* and *Basics of Chronic Pain Management*. These seminars joined the new programs launched in 2015, *Improving Inter-Professional Communication* and *Prescribing Controlled Drugs* (in partnership with the Vanderbilt Center for Professional Health).

Response to these new seminars has been gratifying, with enrollment exceeding expectations and positive feedback from participants and their workplaces. These resources were developed with support from the COPIC Medical Foundation and Pinnacle Assurance to meet the needs of physicians and others who seek to improve their skills in these vital areas. These programs help us fulfill our strategic goal of developing new, innovative courses that build skills in competencies critical to clinical practice.



CPEP's legacy programs also performed strongly in 2016. Our *Medical Record Keeping Seminar* and *Reentry to Clinical Practice Program* had their busiest years ever, while the Assessment Program and *PROBE* (Problem-based Ethics Program) performed at near-record levels. In 2017, we will hit yet another milestone: working with over 5,000 clinicians from all 50 states, plus Canada.

On other fronts, CPEP unveiled a new, streamlined website designed to make it easier for stakeholders to get the information they need. In addition, we expanded our outreach activities into new areas, thanks to a generous grant from an anonymous donor. We also continued our tradition of speaking at statewide and national meetings of various professional societies across the country.

None of this progress would be possible without the support of all of the individuals and organizations who contribute to CPEP's *Physician Excellence Campaign* each year. We are truly grateful for your continuing support.

Best regards,

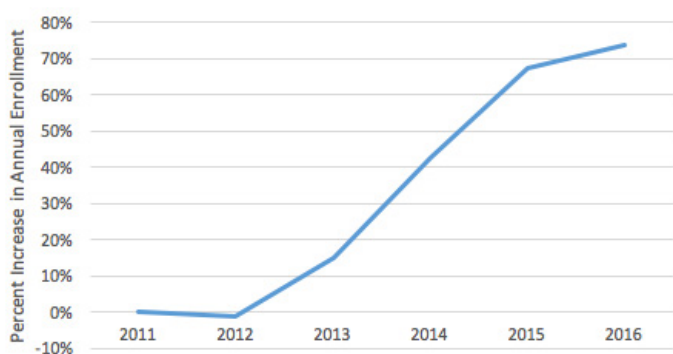
A handwritten signature in black ink that reads "Elizabeth J. Korinek". The signature is fluid and cursive, written on a white background.

Elizabeth J. Korinek, M.P.H.
Chief Executive Officer



At its inception, CPEP had a very specific focus – assessing and educating physicians in Colorado. That focus soon broadened and expanded to a wide range of healthcare professionals from across the U.S. and Canada. This expanded reach has led to significant increases in CPEP participation.

Increase in Total Usage of CPEP Resources



Energetic Growth

As illustrated in the chart above, overall enrollment in CPEP's programs has increased 75% over the past five years. This growth has been driven by a number of factors, including

- Expansion of the *PROBE* Ethics and Boundaries Program into Canada
- Growth of the *PROBE* Program within the U.S.
- Growth of the *Medical Record Keeping Seminar* in the U.S.
- Opening of CPEP's Raleigh, North Carolina office in 2014
- Introduction of new programs on communication and prescribing

"The faculty were excellent. I didn't feel judged or embarrassed about why I was here."

Participant Feedback on *PROBE*, CPEP's Professional Ethics & Boundaries Program

GROWTH AND CHANGE

"This seminar was great – wish I could have been here many years back."

Participant Feedback on CPEP's *Medical Record Keeping Seminar*

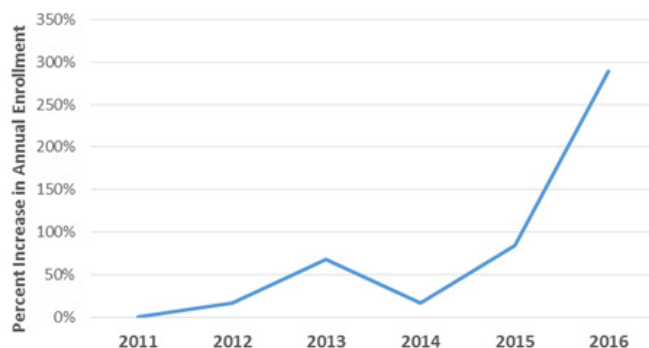
Changing Enrollment Patterns

In addition to rapid growth in program enrollment, we have also seen two distinct changes in enrollment patterns:

1. Changes in the types of organizations that refer to CPEP and
2. Changes in the types of healthcare professions with whom we work

Over the past five years, referrals from hospitals, group practices, and other healthcare organizations have increased 289%. It has long been our belief that there is a benefit to earlier referral – intervening with a healthcare professional before his or her issue rises to the attention of a licensing board and before careers are harmed. As a result, we are extremely pleased to see this growth in proactive use of CPEP's services.

Increase in Hospital/Clinic Usage

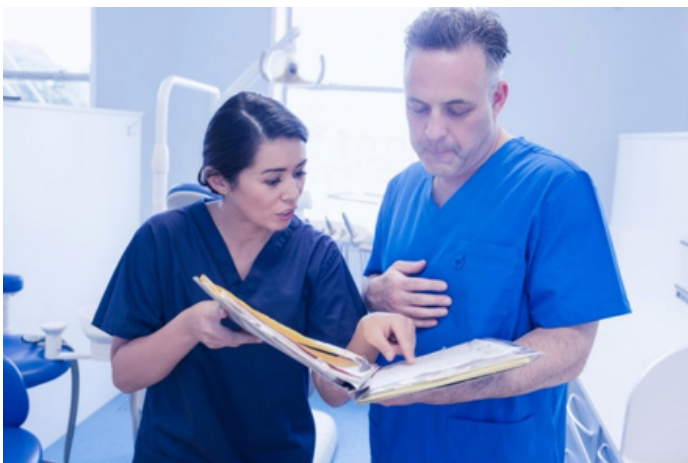


CPEP: A RESOURCE FOR ALL HEALTHCARE PROFESSIONALS

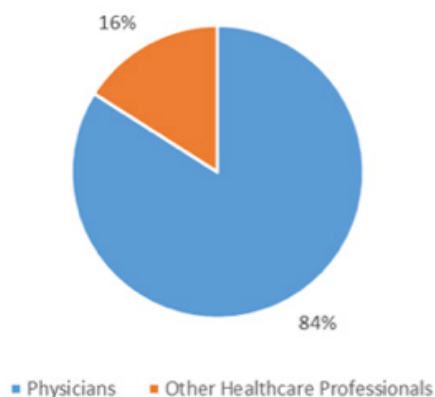
Since 2011, participation in CPEP programs by non-physician healthcare professionals has almost doubled. While physician participation continues to grow, we are excited to see significant growth in the number of other healthcare professions seeking our services. These professionals include dentists, pharmacists, nurses, physical therapists and others.

"This course really exceeded my expectations. It helped me understand my own motivations, strengths and also showed me how to guard and compensate for my own weaknesses."

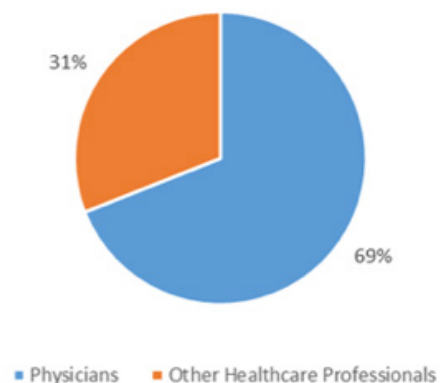
Participant Feedback on *Improving Inter-Professional Communication Seminar*



Usage of CPEP Resources
by Profession: 2011




Usage of CPEP Resources
by Profession: 2016





ASSESSMENT, REENTRY, & EDUCATIONAL INTERVENTIONS

In many ways, CPEP and competence assessment are synonymous. Back in 1990, we were among the first organizations to address this important need and we were certainly the first independent non-profit in the field. While the basic components of the assessment process have been consistent over time, we are always striving to better meet our participants' specific needs. In 2016, we expanded our simulation testing options through the development of a series of urgent emergency medicine scenarios. The cases use high fidelity mannequins in a realistic setting at a University of Colorado Anschutz Medical Center simulation center. These cases evaluate the knowledge and skills of physicians in urgent or emergent situations and explore the clinician's ability to respond to high acuity situations.



New Resources for Assessing Osteopathic Physicians

In 2016, CPEP was pleased to launch a collaboration with the National Board of Osteopathic Medical Examiners (NBOME) to include the Comprehensive Osteopathic Medical Variable Purpose Examination for the United States of America (COMVEX) as a component of the CPEP Competence Assessment or Reentry Evaluation. CPEP has put a priority on incorporating osteopathic principles into its assessment procedures when evaluating doctors of osteopathic medicine since its earliest days.

According to Beth Korinek, M.P.H., CPEP's CEO, "CPEP is committed to meeting the specific needs of all our participants, and this collaboration with the NBOME serves to strengthen that commitment."



In 2016, assessment participants gave CPEP staff an average rating of 4.9 out of 5.



THE MARTHA ILLIGE AWARD

On May 6, 2016, CPEP created the Martha Illige Award. This award recognizes individuals who have dedicated their time and expertise to improve the clinical skills of CPEP participants and ultimately improve the care of patients both in Colorado and nationally. The award is named after Martha Illige, M.D., who was also the first recipient of the award.

Dr. Illige was actively involved with CPEP for almost 25 years and served as CPEP's first medical director. A board-certified family physician, Dr. Illige was an Associate Professor of Clinical Practice in the Department of Family Medicine, University of Colorado Denver for most of her career.

Throughout her distinguished career, Dr. Illige was an innovative educator and passionate leader in the area of physician evaluation and training. She passed away on June 26, 2016, and is greatly missed by her family, friends and colleagues.



COURSES AND SEMINARS

Over the past few years, CPEP has expanded its portfolio of available courses and seminars for healthcare professionals. 2016 saw the launch of two new resources: *Advanced Skills in Clinician-Patient Communication* and *Basics of Chronic Pain Management*.

Advanced Skills in Clinician-Patient Communication

Clinician-patient communication is key to the perceived value and actual effectiveness of a patient visit. *Advanced Skills in Clinician-Patient Communication* is designed to help clinicians refine and enhance their patient communication skills. The intensive two-day program, developed through a grant from the COPIC Medical Foundation, provides education and opportunities to practice new skills with simulated patients.

The seminar is based on content from the Institute for Healthcare Communication (IHC). The evidence-based curriculum provides training in both basic and advanced skills, such as structuring the encounter, managing difficult clinician-patient relationships, giving disappointing news, and negotiating treatment decisions.

The small group format and simulated patient sessions facilitate personalized learning and individual coaching opportunities. Each participant develops an action plan with individual goals relevant to his or her practice.

“Helped me realize I need to pursue the patient’s agenda – not my own”

Participant Feedback on *Advanced Skills in Clinician-Patient Communication Seminar*



Basics of Chronic Pain Management

Nearly 50 million Americans suffer from chronic pain. Many patients seek help not from pain specialists, but from primary care physicians or other healthcare professionals.

At the same time, opioid abuse is at epidemic levels, leading regulators and law enforcement to place increased scrutiny on the prescribing of pain medications. Against this backdrop, it is critical that all prescribers have a solid foundation in the basics of chronic pain management.

“Very practical, lots of references and tools given. Broad scope and very much patient oriented”

Participant Feedback on *Basics of Chronic Pain Management*

Basics of Chronic Pain Management is a one-day seminar that helps clinicians treat this growing population of patients with safety and confidence. This seminar is designed for clinicians who manage or encounter patients with chronic pain. It is not intended for pain management specialists. Topics of discussion include

- The epidemiology and pathophysiology of chronic pain
- Common conditions and best approaches to management
- Pharmacologic treatment, including analgesics (opioids and non-opioids) and adjunctive medications
- Non-pharmacologic treatment, including complementary and alternative therapies
- Interventional pain management: indications and options
- When to refer to a pain management specialist



Presentations, Posters, and Articles

Presentations

Recognize, Respond, and Resolve: A Proactive Approach to Addressing Clinical Performance Concerns
National Association of Medical Staff Services – Elizabeth Korinek, M.P.H.

Back in the Saddle Again: Credentialing Conundrums Surrounding the Reentry Physician
National Association of Medical Staff Services – Elizabeth Korinek, M.P.H.

Prevalence of Burnout in Physicians and Other Professionals Referred for Clinical Competence Assessment
Coalition for Physician Enhancement – Elizabeth Grace, M.D.

Walking the Healthcare Tightrope: The Contemporary Practice of Medicine and the Physician-Patient Relationship
Colorado Society of Osteopathic Medicine – Elizabeth Grace, M.D.

Prescribing Controlled Drugs: Critical Issues and Common Pitfalls
Colorado Medical Society – Abigail Anderson, M.D.

Avoiding Communication Pitfalls
North Carolina Medical Society and Group Practice Managers Association – Bill O’Neill, M.B.A.

Professional Ethics in the Healthcare Setting – Recognition – Management – Remediation
North Carolina and Tennessee Associations of Medical Staff Services – Bill O’Neill, M.B.A.

Ethics Remediation for Lapses in Professionalism and Boundaries: The *PROBE* Program Approach
American Association of Dental Boards – Catherine Caldicott, M.D.

The Evolution of Professionalism in Health Care: What Does it Mean for the Regulatory Community?
Federation of State Boards of Physical Therapy – Catherine Caldicott, M.D.

Research Posters

Prevalence of Burnout in Physicians and Other Professionals Referred for Clinical Competence Assessment
Federation of State Medical Boards – Elizabeth Grace, M.D., and Alisa Johnson, M.S.H.S.A.

Ethics Remediation as a Component of Board Sanctions for Physician Sexual Boundary Violations
Federation of State Medical Boards – Catherine Caldicott, M.D.

Webinars

How to Interpret a CPEP Assessment Report
Alisa Johnson, M.S.H.S.A.

A Users’ Guide to *PROBE*
Catherine Caldicott, M.D.

Articles

Physicians: Improve Communication and Avoid Conflict
Physicians Practice – Elizabeth Grace, M.D.

Overcoming Barriers to Effective Communication: Opportunities for MSP Leadership
Synergy – National Publication of National Association of Medical Staff Services – Bill O’Neill, M.B.A.

Communication, Collegiality, and Care
Synergy – National Publication of National Association of Medical Staff Services – Bill O’Neill, M.B.A.

Special Thanks to Our Donors

Premier Donors – \$10,000+

COPIC Insurance Company
St. Joseph Hospital – Medical Staff

HealthONE

\$5,000 – \$9,999

Colorado Medical Society
Colorado Trust – *on behalf of Dr. Alan Synn*
Good Samaritan Medical Center – Medical Staff
Medical Center of Aurora – Administration & Medical Staff
Medical Mutual Insurance Company
New West Management Service

St. Mary's Hospital & Medical Center – Medical Staff
Sky Ridge Medical Center – Medical Staff
St. Anthony Hospital North – Medical Staff
Swedish Medical Center – Administration & Medical Staff
UC Health

\$2,500 – \$4,999

Colorado Permanente Medical Group
Kaiser Permanente Foundation
Presbyterian/St. Luke's Medical Center – Administration
& Medical Staff

Rose Medical Center – Administration & Medical Staff
St. Anthony Hospital – Administration & Medical Staff
University Physicians, Inc. (UPI)

\$1,000 – \$2,499

Arkansas Valley Medical Center – Administration &
Medical Staff
Boulder Community Hospital – Medical Staff
Castle Rock Adventist Hospital – Medical Staff
Colorado Hospital Association
Denver Health – Medical Staff
Littleton Adventist Hospital – Medical Staff
Longmont United Hospital – Administration & Medical Staff
Lutheran Medical Center – Medical Staff

Montrose Memorial Hospital – Administration & Medical Staff
National Jewish Health – Administration
North Suburban Medical Center – Medical Staff
Parker Adventist Hospital – Medical Staff
Platte Valley Medical Center – Administration & Medical
Staff
Porter Adventist Hospital – Medical Staff
St. Mary-Corwin Medical Center – Administration &
Medical Staff

<\$1,000

COPIC Medical Foundation – on behalf of Dr. Richard
Parker
Delta County Memorial Hospital
Estes Park Medical Center – Medical Staff
Lincoln Community Hospital – Administration

Melissa Memorial Hospital – Medical Staff
Parkview Medical Center – Administration
Valley View Hospital – Medical Staff
Penrose-St. Francis Health Services – Medical Staff
St. Anthony Hospital Summit – Administration

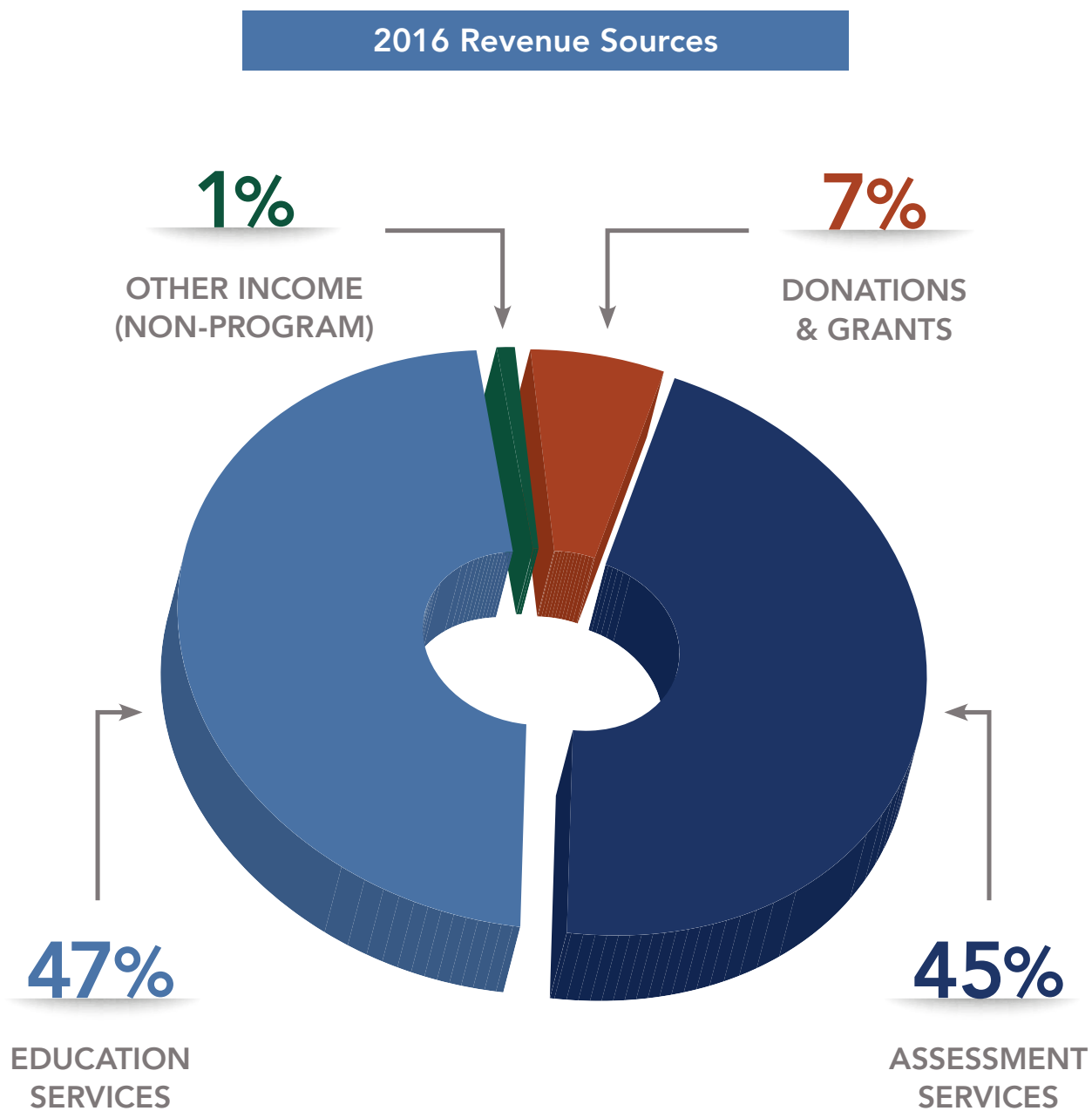
Individual Donors

Jesse Bolton, M.D.
Mary Colleen Casper, R.N., M.S., D.N.P.
Colleen Conry, M.D.
Anne Cox, J.D.
Greg D'Argonne
Kevin Fitzgerald, M.D.
Gregory Gelsey, M.B.A.
Thomas Henthorn, M.D.

Bruce Johnson, J.D.
Jan Kief, M.D.
Elizabeth Kraft, M.D., M.H.S.
Stacie Ranniger, M.D.
Richard Roman, M.D., M.B.A.
Christopher J. Unrein, D.O.
David Watson, M.D.
Steven Wright, M.D.

Financial Overview

CPEP had solid fiscal performance in 2016, supported by strong participant enrollment, new course offerings, two grants and generous donations from CPEP supporters in Colorado and North Carolina.



Balance Sheet Summary	
Assets	\$789,383
Liabilitites	\$385,126
Net Assets	\$404,257

2016 Board of Directors and Current Staff

Board of Directors

Richard M. Roman, M.D., M.B.A. – President

Gastroenterologist
South Denver Gastroenterology

Thomas Henthorn, M.D. – Immediate Past-President

Professor
Department of Anesthesiology
University of Colorado School of Medicine

Bruce A. Johnson, J.D. – President Elect

Attorney
Polsinelli PC

Greg d'Argonne – Treasurer

Chief Financial Officer
HealthONE/HCA Continental Division

Elizabeth J. Korinek, M.P.H. – Secretary

Chief Executive Officer, CPEP

Colleen M. Conry, M.D.

Professor and Vice Chair of Clinical Affairs
Department of Family Medicine
University of Colorado School of Medicine

Manoj Pawar, M.D.

System Vice President of Clinical Operations
Catholic Health Initiatives

David Watson, M.D.

Chief Medical Officer
Global Health Initiatives
Centura Health

Sean Gelsey, M.B.A.

Vice President of Claims
COPIC Insurance Company

Katherine S. Richardson, M.D.

Pediatrician, Highlands Ranch
Director of Physician Experience
Colorado Permanente Medical Group

Elizabeth (Cissy) Kraft, M.D., M.H.S, FAAFP – Ex-Officio

Medical Director, Colorado and Nevada Medical Management
Anthem Wellpoint

Current Staff

Elizabeth J. Korinek, M.P.H., Chief Executive Officer

Elizabeth S. Grace, M.D., Medical Director

Assessment Services

Alisa Johnson, M.S.H.S.A., Director

Christopher Leo, Assistant Manager

Amanda Besmanoff, Recruitment Specialist

Education Services

Mary Minobe, Director

Kendra Dawson, Education Coordinator

Catherine Lemay, Courses Coordinator

Practice Monitoring Services

Judy Scott, Program Coordinator

PROBE Program

Catherine V. Caldicott, M.D., F.A.C.P., Director

Operations

Rob Filogomo, Manager

Toni Leonard, Coordinator

Sarah Crook, Administrative Support

Outreach and Communications/Raleigh Office

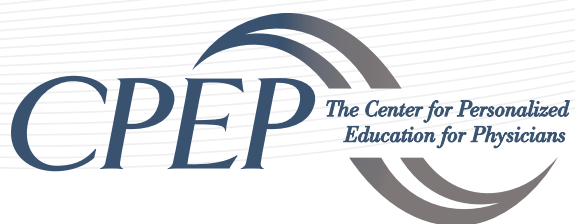
Bill O'Neill, M.B.A., Director

Assistant Medical Directors

Holly Elgas, M.D., Assessment Services

Dan Shamburek, M.D., Education Services

Abby Anderson, M.D., Education Services



CPEP – Denver, CO

720 South Colorado Boulevard
Suite 1100-N
Denver, CO 80246
Phone: 303-577-3232

CPEP East – Raleigh, NC

222 North Person Street
Raleigh, NC 27601
Phone: 919-238-6436

www.cpepdoc.org

E-mail: info@cpepdoc.org

**Follow CPEP on
LinkedIn and Twitter**



[/company.cpep](https://www.linkedin.com/company/cpep)



[@CPEP_doc](https://twitter.com/CPEP_doc)