

CPEP 2017 ANNUAL REPORT

Mission Driven



Letter from the CEO



In many respects, 2017 was a landmark year for CPEP. In every annual report it seems I can claim that the previous year was the busiest in our history. This year, however, was the first time we worked with over 500 clinicians in a 12-month period. Indeed, in 2017 we worked with more participants than we did in the first ten years of our existence. These healthcare professionals represented 50 specialties and came to us from 47 states and five Canadian provinces.

In keeping with the changing face of healthcare, we worked with clinicians from nine different professions, including physicians, physician assistants, dentists, pharmacists, physical therapists and nurses. This pattern has been growing in recent years. In recognition of that trend, the CPEP Board of Directors voted in December to change our name to The Center for Personalized Education for Professionals. That change was implemented in 2018, so more about that in next year's report!

In the face of this exponential growth and change, it could be easy to get lost in the numbers. As an independent non-profit organization, however, we remain "mission driven." Our calling is to "promote quality patient care and safety by enhancing the competence of physicians and other healthcare professionals." That ideal never changes, even as the challenges facing clinicians, healthcare systems, and patients continue to evolve at a rapid pace.

In light of issues, such as the opiate crisis and growing clinician shortages, CPEP's response – our programs and resources – are

needed now more than ever before. Some of our responses are quite overt, such as the expansion of our Basics of Chronic Pain Management seminar and our ongoing Reentry to Clinical Practice Program. Other CPEP responses receive less attention. For example, CPEP staff provide free consulting services to help identify remediation and evaluation resources – whether at CPEP or elsewhere – that will best address exact needs. We offer guidance and expertise to medical staff, healthcare quality leaders, and regulators as they strive to navigate difficult questions of performance and safety.

All of these efforts require assistance from the healthcare community, and we could not succeed without it. We are continually grateful for the contributions we receive through the CPEP Physician Excellence Campaign. In 2017, sixty-three organizations and individuals stepped up with donations. To all of our supporters we say thank you for your generous support.

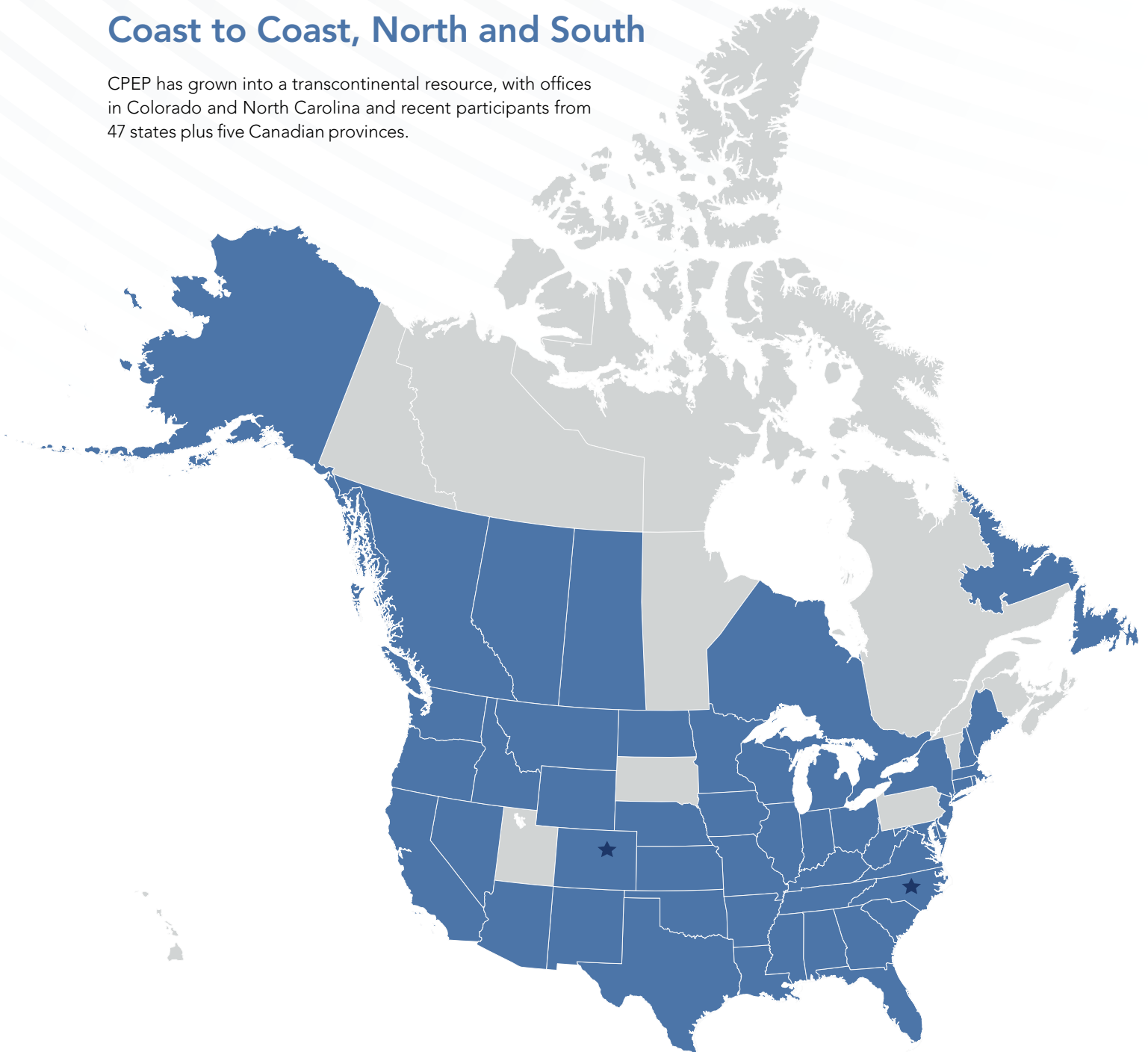
Best regards,

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

The Big Picture(s)

Coast to Coast, North and South

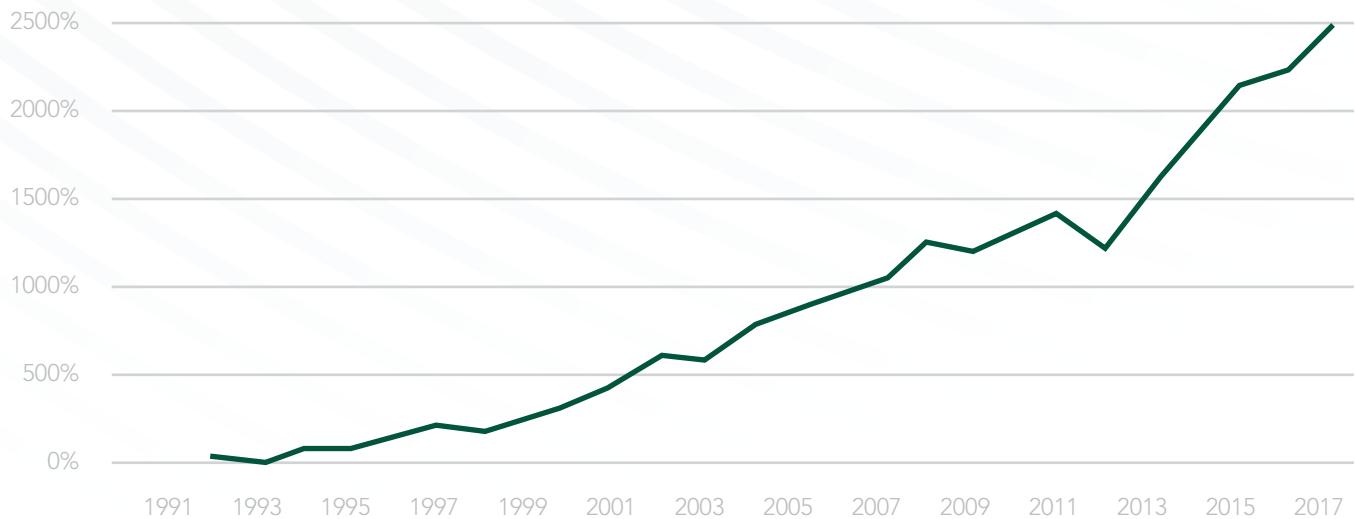
CPEP has grown into a transcontinental resource, with offices in Colorado and North Carolina and recent participants from 47 states plus five Canadian provinces.



A Continuing Wave of Growth

The need for CPEP's programs and resources continues to grow at a rapid pace with no sign of slowing down. Legacy programs (e.g., Assessment and Reentry Programs, *PROBE* and Medical Recordkeeping) grow and new seminars are added (focusing on communication and pain management/prescribing).

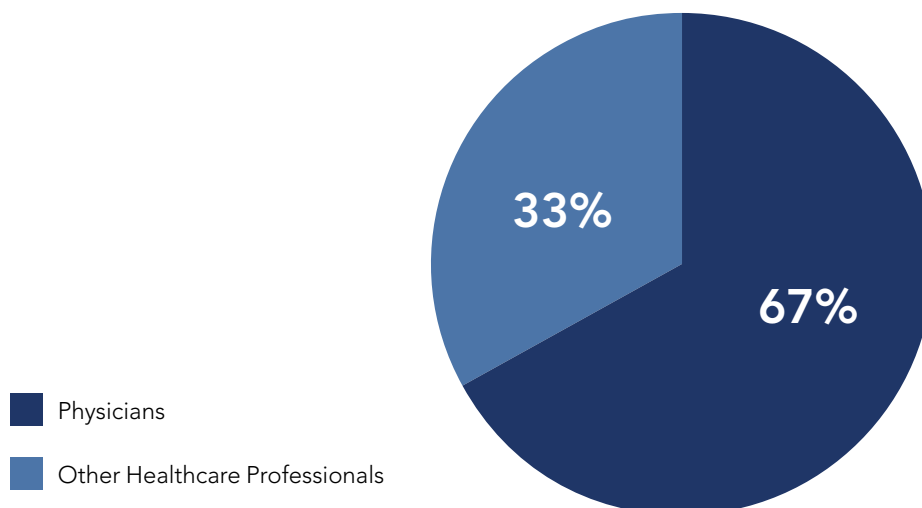
Growth in CPEP Utilization



Growing Diversity: Solutions for All Healthcare Professions

In 1991, CPEP worked solely with physicians. By 2017, fully one-third of CPEP participants were healthcare professionals other than physicians.

2017 CPEP Participants by Profession





Mission Driven:

Responding to the Opiate Crisis

Prescribing Controlled Drugs: Critical Issues and Common Pitfalls

In 2017, CPEP continued to offer the Prescribing Controlled Drugs course. Through our partnership with the Vanderbilt Center for Professional Health, we are making their content and curriculum more accessible to prescribers in the western part of the U.S. This course is open to all prescribers of controlled substances, particularly those who have been cited for inappropriate prescribing or those who wish to improve their skills in this critical area.

In addition to learning how to identify and manage drug-seeking patients, participants gain an understanding of their own temperament and behavior – gaining insight into what aspects of their personality may make them particularly vulnerable to poor prescribing habits.

92%

**Ninety-two percent
of participants
agreed that all
prescribers should
take this course**

Prescribing Controlled Drugs Evaluations

Basics of Chronic Pain Management

When thinking about the opiate crisis, it is important to remember that millions of patients suffer daily from legitimate chronic pain. These patients need understanding and treatment and most do not have access to pain management specialists.

This one-day seminar is intended to give front-line healthcare professionals a grounding in common conditions that lead to chronic pain, plus useful management techniques. These include pharmacologic treatment, including analgesics (opioids and non-opioids) and adjunctive medications, as well as non-pharmacologic and interventional approaches are covered in this session.

“Great clinical pearls...Good emphasis on multi-modal approach yet very good medication-use discussion”

Feedback from Basics of Chronic Pain Management Participant





Mission Driven:

Improving Healthcare Communication

Encouraging “A Culture of Safety”

Sometimes it seems it is easier to work around a colleague than to work with him/her – it feels like it's just not worth the trouble. According to The Joint Commission, intimidating and disruptive behavior on medical teams is not merely annoying, it actively undermines a culture of safety. A toxic environment can lead to preventable adverse outcomes, poor patient satisfaction, and excessive staff turnover.

To counter this all-too-common phenomenon, CPEP developed *Improving Inter-Professional Communication: Working Effectively in Medical Teams*. Through this 2½-day seminar, participants gain insight into their own styles and behavior through interactive small-group discussions and analysis of hypothetical workplace scenarios. Participants finish with an action plan designed to repair damaged relationships, manage stress more effectively, and increase resiliency and tolerance for frustration. Faculty also provide a summary report for each participant that includes information about their participation and recommendations for next steps.

“I found the experience to be very helpful for both my professional life and family life”

Feedback from Improving Inter-Professional Communication Participant

Building Empathy and Engagement

Poor communication between a patient and a clinician can result in faulty diagnoses, reduced adherence to treatment plans, poor HCAHP scores and even lawsuits.

CPEP's *Advanced Skills in Clinician-Patient Communication* seminar helps clinicians develop active listening skills that can build patient relationships based on trust. The intensive 3-day program provides education about difficult clinician-patient encounters, communication to enhance health outcomes, and dealing with the new realities of computers in the examination room and limited time. Participants also have many opportunities to practice new skills with simulated patients.

"I realized I need to show more empathy and compassion and I learned the importance of reflective listening"

Feedback from Improving Inter-Professional Communication Participant



Highlights:

Legacy Programs

Assessment and Reentry

In 2017, our Assessment and Reentry programs reached record high levels of enrollment as we added capabilities in technical simulations for proceduralists.

Growth in Assessment/Reentry



In 2017, assessment participants gave CPEP staff an average score of **4.9 out of 5** and rated their overall CPEP experience at **4.4 out of 5!**

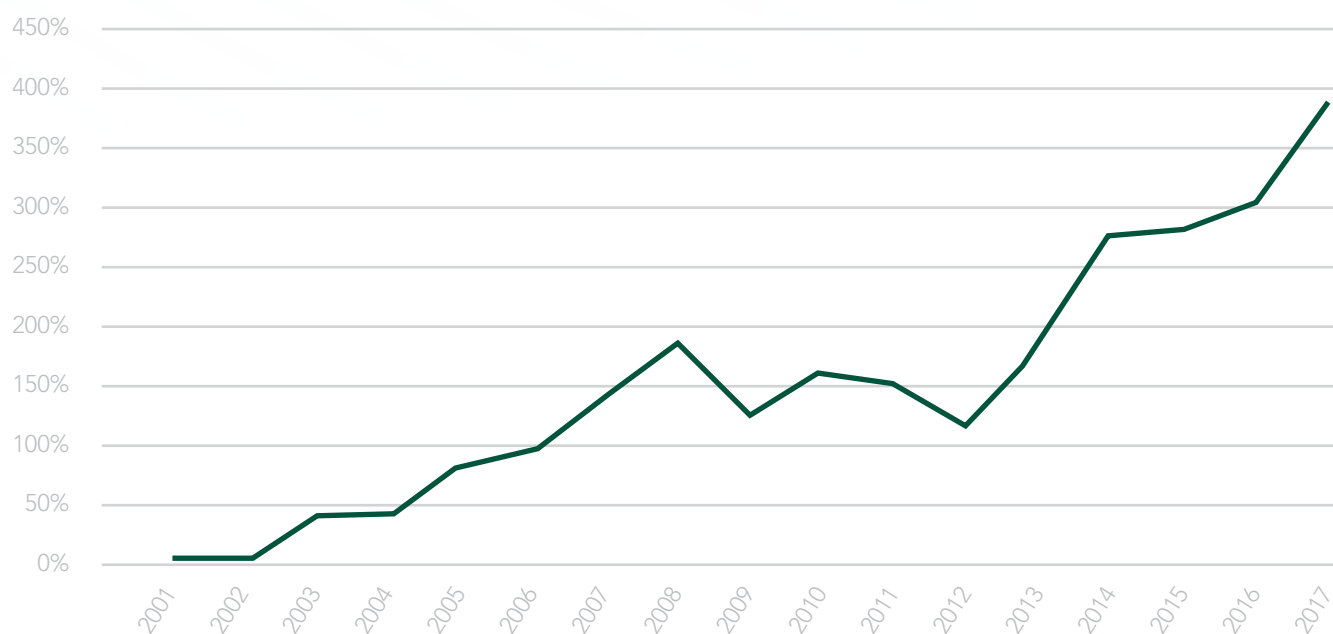
Highlights:

Legacy Programs

Medical Record Keeping Seminar

Enrollment in this one-day seminar spiked to an all-time high participation rate as referring organizations require improved documentation, particularly related to the prescribing of controlled medications.

Growth of Medical Record Keeping Seminar



“Wish I could have been here many years back”

Feedback from a Medical Record Keeping Seminar Participant

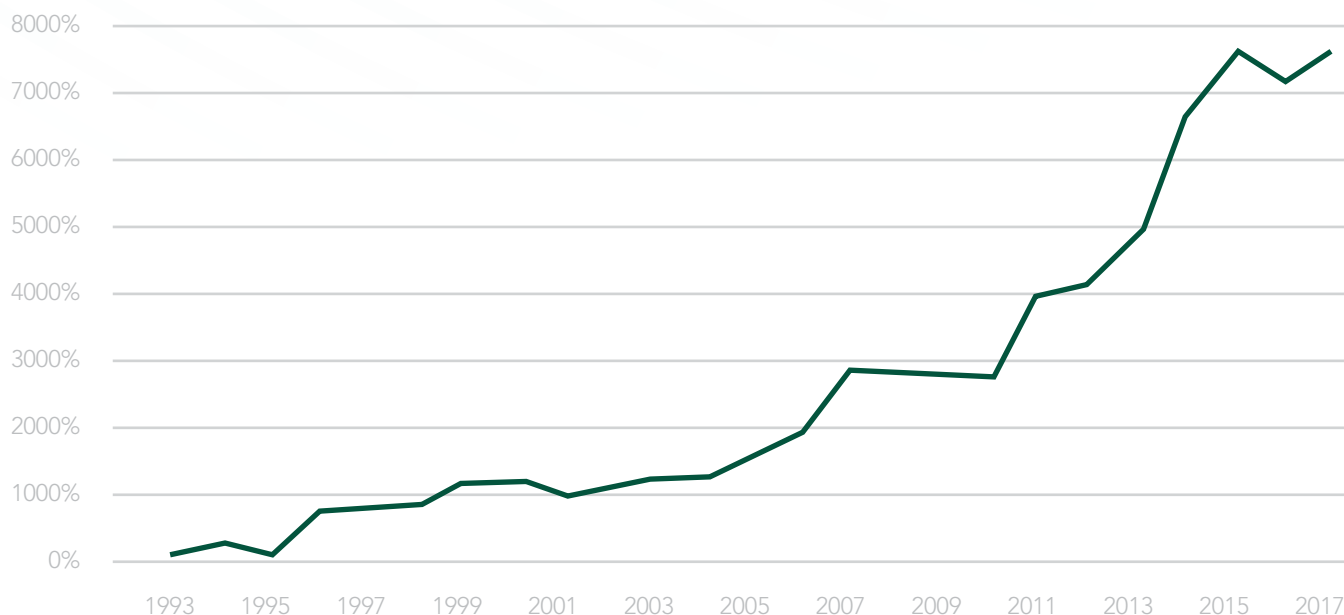
Highlights:

Legacy Programs

PROBE: Professional Ethics and Boundaries

The *PROBE* Program had a very strong year with participants from 33 states and provinces in 2017! In addition, *PROBE* had a very diverse participant population with 55% of participants coming from non-physician professions, such as dentistry, nursing, pharmacy and physical therapy.

PROBE Growth



"The course offers an excellent framework in objectively assessing transgressions"

Feedback from a PROBE Program Participant

Publications, Presentations, Posters, Articles

Peer-reviewed Research Publications

Assessment of fitness for duty of underperforming physicians: The importance of using appropriate norms

Betsy White Williams, Ph.D., M.P.H.; Philip Flanders, Ph.D.; Elizabeth S. Grace, M.D.; Elizabeth Korinek, M.P.H.; Dillon Welindt, B.S.; Michael V. Williams, Ph.D. PLOS ONE, October 20, 2017

Research Poster Presentations

Recordkeeping Reboot: Impact of a Medical Record Keeping Seminar and Follow-Up Program

Federation of State Medical Boards Annual Meeting – Elizabeth Grace, M.D.; Elizabeth Korinek, M.P.H.; Alisa Johnson, M.S.

Webinars

The Feds Are Coming! Reducing Physician Risk When Prescribing Pain Medicine

Elizabeth Grace, M.D.; Jeffrey Fitzgerald, J.D.

Communication, Collegiality, and Care

Mathew Steinkamp, M.S.W.; William O'Neill, M.B.A.

Engage and Enlist: Better Communication and Better Care

Bennett Leslie, Psy.D.; William O'Neill, M.B.A.

Articles

Facing Scrutiny: Peer Review and Regulators; Identifying Risky Prescribing Patterns and Safe Prescribing Patterns; Controlled Substances: A Practical Approach to Avoiding the Pitfalls of Prescribing

Colorado Medicine – Elizabeth Grace, M.D.

Presentations

Safe Prescribing

Colorado Chapter of the American College of Physicians 2017 Scientific Meeting – Elizabeth Grace, M.D.

Recognize, Respond and Resolve: A Proactive Approach to Addressing Clinical Performance Concerns

Texas Society of Medical Staff Specialists Annual Meeting – Elizabeth Korinek, M.P.H.

Recognize, Respond and Resolve: A Proactive Approach to Addressing Clinical Performance Concerns;

Late Career Physicians: Balancing Respect with Safety

Florida Association of Medical Staff Services Annual Meeting – Elizabeth Korinek, M.P.H.

Recordkeeping Reboot: Impact of a Medical Record Keeping Seminar and Follow-Up Program

Coalition for Physician Enhancement Spring Meeting – Elizabeth Grace, M.D.

Competence Assessment Programs: Resources and Insights for the Medical Board Investigator

Administrators in Medicine's Certified Medical Board Investigator Training Event – Elizabeth Grace, M.D.

A Prescription for Success: Effective "Treatment Plans" to Address Physician Performance Problems

National Association of Medical Staff Services Annual Meeting – Elizabeth Korinek, M.P.H.

Disruptive Communication: Impact on the Medical Staff and How to Intervene

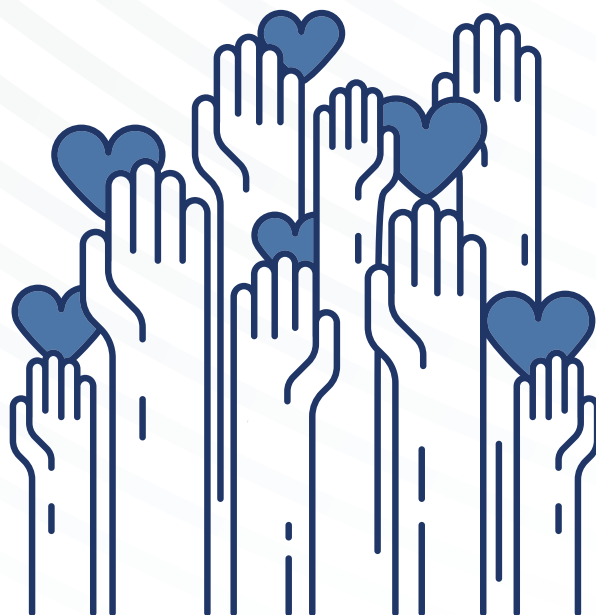
National Association of Medical Staff Services Annual Meeting – Elizabeth Korinek, M.P.H.; Matthew Steinkamp, M.S.W.

How to Avoid Communication Pitfalls

Central Oregon Medical Society Fall Meeting – William O'Neill, M.B.A.

Late Career Physicians: Balancing Respect and Safety

Colorado Rural Health Center Annual Rural Health Conference – Elizabeth Korinek, M.P.H.



Thank you to our donors

Contributions from health systems, hospitals, medical organizations and individuals also reached an all-time high in 2017. With no funding from government sources or support from licensing fees or academic institutions, CPEP is grateful for the consistent and generous support of our donors in Colorado and North Carolina. These donations help ensure that this vital resource will be there for healthcare professionals when they need it. Contributions allow us to continue our work and develop new programs to meet the rapidly changing needs of today's healthcare environment.

Premier Donors – \$10,000+

- **COPIC Insurance Company**
- **HealthONE**
- **Sky Ridge Medical Center** – Administration & Medical Staff
- **St. Mary's Medical Center** – Administration & Medical Staff
- **St. Joseph Hospital** – Medical Staff

\$5,000 - \$9,999

- **Colorado Medical Society**
- **New West Physicians**
- **Colorado Trust** – on behalf of Dr. Alan Synn
- **St. Anthony North** – Medical Staff
- **Good Samaritan Medical Center** – Administration & Medical Staff
- **Swedish Medical Center** – Administration & Medical Staff
- **Medical Center of Aurora** – Medical Staff
- **St. Anthony Hospital** – Administration & Medical Staff
- **Medical Mutual Insurance Company**

\$2,500 - \$4,999

- **Avista Adventist Hospital** – Administration and Rocky Mountain Healthcare Foundation
- **Kaiser Foundation for Colorado Physician Medical Group (CPMG)**
- **North Suburban Medical Center** – Medical Staff
- **Parker Adventist Hospital** – Administration & Medical Staff
- **Presbyterian/St. Luke's Medical Center** – Administration & Medical Staff
- **Rose Medical Center** – Administration & Medical Staff
- **SCL Health** – Administration
- **CU Medicine (Formerly UPI)**

\$1,000 - \$2,499

- **Arkansas Valley Medical Center** – Administration & Medical Staff
- **Boulder Community Hospital** – Medical Staff
- **Castle Rock Adventist Hospital** – Administration & Medical Staff
- **Children's Hospital** – Administration & Medical Staff
- **Craig Hospital** – Administration & Medical Staff
- **Denver Health** – Medical Staff
- **Littleton Adventist Hospital** – Administration & Medical Staff
- **Longmont United Hospital** – Administration & Medical Staff
- **Lutheran Medical Center** – Administration & Medical Staff
- **Montrose Memorial Hospital** – Administration & Medical Staff
- **Platte Valley Medical Center** – Administration & Medical Staff
- **Porter Adventist Hospital** – Administration & Medical Staff
- **San Luis Regional Medical Center** – Administration & Medical Staff
- **St. Mary-Corwin Medical Center** – Administration
- **Yampa Valley Medical Center** – Administration

<\$1,000

- **Conejos County Hospital** – Administration & Medical Staff
- **COPIC Medical Foundation** – On behalf of Dr. Richard Parker
- **Delta County Memorial Hospital** – Administration & Medical Staff
- **Estes Park Medical Center** – Medical Staff
- **Melissa Memorial Hospital** – Medical Staff
- **Mercy Regional Medical Center**
- **Parkview Medical Center** – Administration & Medical Staff
- **St. Anthony Hospital Summit** – Administration
- **Sterling Regional Medical Center** – Medical Staff

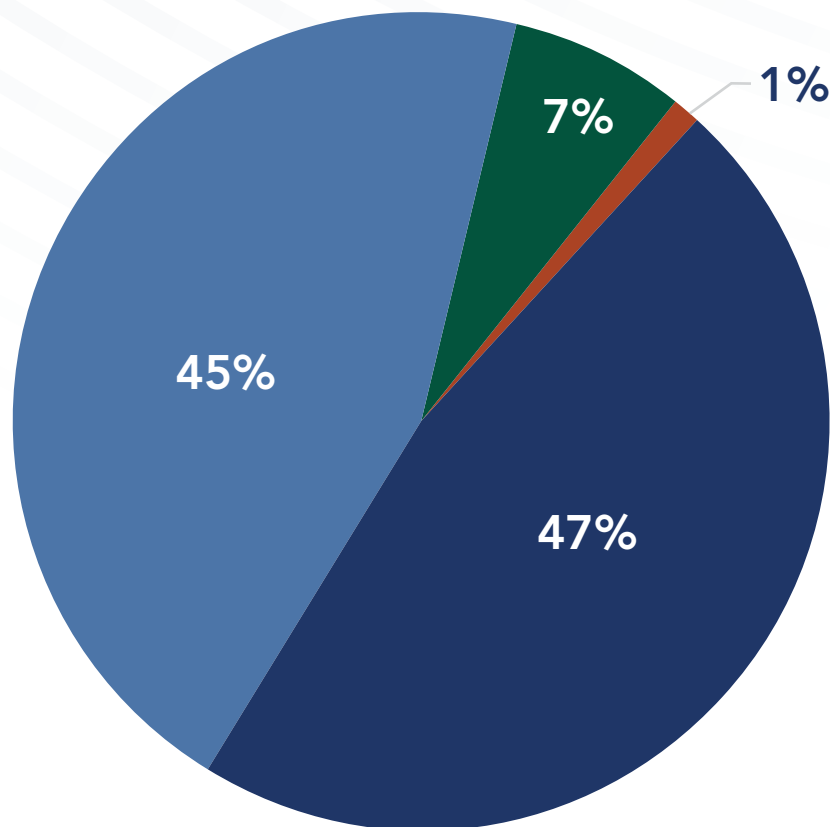
Individual

- **Mary Colleen Casper, R.N., M.S., D.N.P.**
- **Colleen Conry, M.D.**
- **Shawn Dufford, M.D., M.B.A.**
- **Greg D'Argonne**
- **Sean Gelsey, M.B.A.**
- **Shauna Gulley, M.D.**
- **Thomas Henthorn, M.D.**
- **Bruce Johnson, J.D.**
- **Jan Kief, M.D.**
- **Manoj Pawar, M.D.**
- **Kirk Quackenbush, M.D.**
- **Katherine Richardson, 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 2017, supported by strong participant enrollment and generous donations from CPEP supporters in Colorado and North Carolina.

2017 Revenue Sources



Balance Sheet Summary

Assets	\$1,102,179
Liabilities	\$592,587
Equity	\$509,592

2017 Board of Directors and Current Staff

Officers

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Gastroenterologist
South Denver Gastroenterology
President

Elizabeth J. Korinek, M.P.H.

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CPEP
Secretary

Bruce A. Johnson, J.D.

Attorney
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Professor
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Professor and Vice Chair
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Department of Family Medicine
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School of Medicine

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Senior Vice President and CMO
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Pediatrician, Highlands Ranch
Healthcare Innovations Leader
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Vice President of Claims
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Manoj Pawar, M.D., M.M.M., FAAFP

Former Vice President
Clinical Operations & Physician
Leadership Development
Catholic Health Initiatives

Shauna Gulley, M.D.*

Chief Medical Officer
Mountains and North Denver
Operating Group and
St. Anthony Hospital, Centura Health
*Elected December 2017

David Watson, M.D.

Chief Medical Officer of
Global Health Initiatives
Centura Health Physician Group

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M.D., M.H.S., FAAFP**

Medical Director, CO and NV
Medical Management
Anthem Wellpoint

Emeritus Members

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Former COPIC Legal Counsel
COPIC Insurance Company

Alethia (Lee) Morgan, M.D.

Risk Manager
COPIC Insurance Company

**Donna M. Kusuda, R.N.,
M.S., C.P.H.Q.**

Former Director
Rocky Mountain Patient
Safety Organization
Colorado Hospital Association

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Elizabeth J. Korinek, M.P.H.

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Elizabeth S. Grace, M.D.

Medical Director

Associate Medical Directors

Abby Anderson, M.D.

Education

Dan Shamburek, M.D.

Education

Assessment Services

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

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Christopher Leo

Manager

Amanda Besmanoff

Recruitment/Outreach Specialist

Education Services

Mary Minobe

Director

Bonnie-Lynn Cahoon

Course Manager

Kendra Dawson

Education Coordinator

MaryEllen Nobles

Administrative Assistant, Courses

PROBE Program

Elizabeth S. Grace, M.D.

Director

Operations

Frank Xavier

Manager

Toni Leonard

Coordinator

Melody Quach

Administrative Assistant

Outreach and Communications

Bill O'Neill, M.B.A.

Director

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