As anyone reading this report knows, the challenges faced by clinicians have changed dramatically over the past five years. Today, 53% of physicians say they are burned out compared to 42% in 2018, while 23% report depression compared to 15% five years earlier.

Burnout, depression, and the stresses of modern health care can be overwhelming for some, and can lead to errors in patient care and professional behavior. In most cases, these professionals are valued members of the healthcare team and critical resources to the communities they serve. Clinical leaders, regulators and other stakeholders need educational resources that address these lapses with the goal of keeping these professionals in practice, caring for their patients safely. For over 30 years, CPEP has been there to help in these challenging situations.

**CPEP’s Impact**

In 2022, CPEP engaged with almost 800 healthcare professionals from all 50 states and all Canadian provinces. They included physicians, nurses, physician assistants, dental professionals, physical therapists, pharmacists and many others. Looking back over the past five years, our work has positively impacted thousands of healthcare professionals and, by extension, the care of millions of patients across North America.

All that said, we understand that most of the professionals we work with come to us under duress. At the outset, many are stressed – anxious and fearful of what they think may be an adversarial situation.
Here to Help

What they find working with CPEP is another story altogether. We are here to provide objective, unbiased feedback, and most grasp that very quickly. That realization shines through in a host of anonymous program evaluations.

“Everyone I encountered during the assessment was fantastic. I truly felt they cared and were invested in my success.”

“This was an unexpected opportunity for personal growth… instructors were empathetic and allowed participants to feel safe”

At CPEP, we understand that most clinicians went into their fields in response to a calling – a call to serve. Our job is to help them hear that call again by introducing another call – a call to clinical and professional excellence. All of our programs are designed to help professionals reconnect with the ideals that inspired them in the first place. When we’re successful, so are they, and so are their patients.

Thank you all for your ongoing support as we pursue this mission.

Elizabeth J. Korinek, M.P.H.
IMPACT: IMPROVING CLINICAL SKILLS

Needs Assessments

CPEP’s Assessment Team helps physicians, advanced practice nurses, physician assistants, and podiatrists referred to us for a variety of needs, including:

- **Re-entry to Clinical Practice**: Helping clinicians regain licensure or privileges after a voluntary time away from patient care.

- **ABMS Board Re-eligibility**: Collaborating with the American Boards of Emergency Medicine, Family Medicine, Pediatrics and Urology to provide alternative pathways to eligibility for physicians whose board eligibility has expired.

- **Clinical Competence Assessments**: Providing clinicians with an opportunity to demonstrate competence to licensing authorities and credentialing bodies while helping regulators and MEC’s ensure patient safety.

“This was a stressful time for me and all of you made it a much more positive experience – thank you.”

In 2022, CPEP Assessment Participants Rated their Experience with CPEP Staff at 4.7/5.0!

Post-Assessment Education

As a result of a clinical skills assessment, many participants engage with CPEP to pursue a structured learning plan that addresses identified educational needs. In a recent survey of clinicians who had completed such a plan, all responding clinicians reported that the plan successfully met the requirements of either their licensing body or credentialing authority and reported that they were back in clinical practice, serving the needs of their communities.

“After my assessment, the CPEP education plan provided me with great guidance. The CPEP team was patient, professional and pragmatic.”

Published, Proven Impact

In a peer-reviewed study in the Journal of Medical Regulation, charts submitted by CPEP Assessment and Education “alumni” were 5.49 times less likely to indicate care that failed to meet generally accepted standards than those submitted by physicians referred to CPEP’s monitoring program who did not complete the Assessment Education Intervention (https://doi.org/10.30770/2572-1852-108.1.7).
IMPACT: BUILDING PROFESSIONALISM

Improving Inter-Professional Communication
Developed at the request of leading health systems, this seminar gives participants insight into how their struggles with respectful communication impact colleagues, patient safety, and their own work satisfaction. Participants learn to better manage responses to stressful situations and develop action plans for repairing damaged relationships.

In a survey, 73% of responding organizations reported a lasting sustained improvement.

“The seminar was life-changing for our orthopedic surgeon.”

“Dr. X seemed to get a lot out of the course and his department chair felt the same - I appreciated as did others the detail of the report.”

“Faculty were incredibly helpful and affirming- I left with hope that I can continue to enjoy practicing medicine.”

Enhanced Patient Communication
Some clinicians have an excellent rapport with colleagues and staff but find displays of empathy and active listening more of a challenge. This highly interactive program, which includes working real-time with simulated patients, provides strategies and techniques that can be immediately applied in daily practice.

“After completing the program, Dr. X actually received a letter commending his management of a difficult patient.”

“Seminar helped me gain insight and awareness to become a more empathetic physician…it also stressed the need to take care of myself physically and emotionally, and gave ways to attain this.”
IMPACT: BUILDING PROFESSIONALISM

Medical Record Keeping Seminar and Personalized Implementation Program (PIP)
It’s no secret that many clinicians find documentation, particularly with EMR systems, a daunting challenge. Others are comfortable with the systems but have issues with time management. CPEP’s one-day Medical Record Keeping Seminar and the six-month PIP follow-up program offer practical tips and solutions to all of these problems.

In a recent anonymous survey, 80% of responding participants reported an improvement in their documentation skills, two-thirds reported improved timeliness, and more than half of those who reported documentation-related anxiety indicated that participation in the CPEP program had eased that anxiety to some degree.

“I was able to make goals that I can operationalize as soon as next week in terms of improving my charting.”

“Since completing this program I have received positive feedback from my medical director on my charting.”

Prescribing Controlled Drugs
While this course* covers the nuts and bolts of proper prescribing, it does so much more than that. The three-day program helps participants gain perspective on their own motivations during difficult patient interactions and provides them with techniques to identify and manage encounters with drug-seeking patients.

“The course also opened my eyes to new ways to evaluate, screen, and treat patients with controlled prescription drugs and/or substance abuse issues.”

“Course encouraged more introspection than I expected, which was helpful.”

* Made available through a collaboration with the Vanderbilt Center for Professional Health
IMPACT: BUILDING PROFESSIONALISM

PROBE – Professional Ethics and Boundaries Intervention

CPEP’s most heavily-used resource, PROBE, is also our most emotionally charged program. Participants are referred by regulators and others for a wide variety of concerns, including, but not limited to, sexual boundaries violations, drug diversion, financial impropriety and deception. While participants finish with a pass/fail outcome, the program is non-confrontational in approach and is designed to reconnect professionals to the ideals that drew them to health care in the first place.

“Seminar was eye opening and a breath of fresh air knowing that I can still be redeemed.”

“Really made me reevaluate the consequences of my actions”

“The course was beyond expectations - more than friendly, professional, educational and psychologically comfortable.”

Bringing Connection to Remote Experiences

CPEP is committed to providing the best possible educational experience for our participants. To achieve that, we limit class sizes to maximize individual attention to each individual’s needs. In addition, each and every participant is taken through a one-on-one Zoom-based “tech-check” prior to their activity to make sure they have the tools, knowledge and comfort they need to engage effectively. In 2022, this totaled well over 1,000 personalized meetings between CPEP staff and individual seminar and assessment participants.

Outcomes for PROBE participants who engaged with the program via Zoom are essentially identical to the outcomes of those who participated in-person.
GRATITUDE

Quick Thoughts on CPEP Funding

CPEP is an independent 501(c)(3) and does not receive any funding from licensure fees or from any other government source. To cover the costs of our programs, we charge fees for the services we provide. As a mission-driven non-profit we try very hard to keep those fees as low as possible. As a result, CPEP is extremely grateful for the support we receive from both institutions and individuals.

A Special Note of Thanks

CPEP’s Board and Staff would like to acknowledge the generous, ongoing support of the Kettering Family Foundation for our work.

RESULTS OF THE 2022 PHYSICIAN EXCELLENCE CAMPAIGN

Premier Donors: $10,000 and Above

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<thead>
<tr>
<th>St. Joseph Hospital, Administration &amp; Medical Staff</th>
<th>UCHHealth, System Medical Staff</th>
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<tr>
<td>St. Mary’s Medical Center, Administration &amp; Medical Staff</td>
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The Center for Personalized Education for Professionals
### $5,000 - $9,999

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<thead>
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<th>Hospital / Center</th>
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<tbody>
<tr>
<td>Children's Hospital Colorado</td>
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<td>Colorado Medical Society</td>
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<td>COPIC</td>
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<td>Good Samaritan Medical Center</td>
<td>Administration &amp; Medical Staff</td>
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<td>HealthONE</td>
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<td>Rose Medical Center</td>
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<td>Sky Ridge Medical Center</td>
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<td>St. Anthony Hospital North</td>
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<td>Swedish Medical Center</td>
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### $2,500 - $4,999

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<td>Banner Health, Western Region</td>
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<tr>
<td>CU Medicine</td>
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<tr>
<td>Denver Health Medical Center</td>
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<tr>
<td>Presbyterian/St. Luke's Medical Center</td>
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<td>St. Anthony Hospital</td>
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<td>Atrium Wake Forest Baptist</td>
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### $1,000 - $2,499

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<tr>
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<td>Conejos County Hospital</td>
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<td>CURI</td>
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<td>Platte Valley Medical Center, Medical Staff</td>
<td>Valley View Hospital, Medical Staff</td>
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### Individual Donors

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<thead>
<tr>
<th>Alexis Angell, J.D.</th>
<th>Shirley Huang, M.D., M.B.A.</th>
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<tbody>
<tr>
<td>Diana Breyer, M.D.</td>
<td>Lisa Kettering, M.D.</td>
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<tr>
<td>Greg D’Argonne</td>
<td>Elizabeth Korinek, M.P.H.</td>
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<tr>
<td>Susan Diaz, C.P.C.S., C.P.M.S.M.</td>
<td>Randall Meacham, M.D.</td>
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<tr>
<td>David Downs, M.D.</td>
<td>Debra Parsons, M.D., M.S.</td>
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<tr>
<td>Shawn Dufford, M.D., M.B.A.</td>
<td>Katie Richardson, M.D.</td>
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<td>Sean Gelsey, M.B.A.</td>
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<td>Shauna Gulley, M.D.</td>
<td>Alwin Steinmann, M.D.</td>
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<td>Carmello Hernandez, M.D.</td>
<td>Andrew Weinfeld, M.D.</td>
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<td>Russell Howerton, M.D.</td>
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FINANCIAL OVERVIEW

Balance Sheet Summary

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<td>Equity</td>
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Seminars & Education 56%

Assessments/Reentry & Monitoring 38%

Fundraising 5%

Other Income 0.5%
IT TAKES A TEAM...

CPEP’S 2022 BOARD OF DIRECTORS AND CURRENT STAFF
2022 BOARD OF DIRECTORS

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SCL Health
President

Katie Richardson, M.D.
Pediatrician & Healthcare Consultant
Immediate Past-President

Shauna Gulley, M.D.
Group President of the Physician Enterprise
Centura Health
President-Elect

Greg D’Argonne
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HealthONE/HCA Continental Division
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Chief Executive Officer/Secretary

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Chief Medical Officer Northern Region
UCHealth

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New York Presbyterian Hospital System

Sean Gelsey, M.B.A.
SVP of Claims & Strategic Partnerships
COPIC Insurance Company

Russell Howerton, M.D.
President
Wake Forest Health Network

The Center for Personalized Education for Professionals
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Executive Director & Hospitalist
LINC MD, PLLC

Randall Meacham, M.D.
Professor and Chief, Division of Urology
University of Colorado School of Medicine

Philip Stahel, M.D.
Chief Medical Officer
The Medical Center of Aurora

Andrew Weinfeld, M.D., M.B.A.
Chief Medical Officer
Rose Medical Center

CURRENT STAFF

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Chief Executive Officer

Elizabeth S. Grace, M.D.
Medical Director

Program Services

Alisa Johnson, M.S.H.S.A.
Director of Program Services

Assessment Services

Amanda Bessmanoff
Recruitment/Outreach Specialist

Barclay Taylor
Assistant Manager, Assessment Services
CURRENT STAFF

Education Plan Services

Toni Leonard
Manager, Education Plan Services

Abigail Anderson, M.D.
Associate Medical Director

Dan Shamburek, M.D.
Associate Medical Director

Summer West, M.P.H.
Program Coordinator

Seminars

Britt Johnson-Schenk, Ph.D., J.D.
PROBE Program Manager

Kelley Blaine
Seminars Coordinator

Mary Minobe
Program Services Liaison

Operations & Finance

Frank Xavier
Director

Nancy Melear
Operations Coordinator

Outreach and Communications/East Coast Operations

Bill O’Neill, M.B.A.
Director

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E-mail: info@cpepdoc.org

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