



2022 Impact Report
*Center for Personalized
Education for Professionals*

LETTER FROM THE CEO



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 re-connect 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

St. Joseph Hospital, <i>Administration & Medical Staff</i>	UCHealth, <i>System Medical Staff</i>
St. Mary's Medical Center, <i>Administration & Medical Staff</i>	

\$5,000 - \$9,999

<p>Children's Hospital Colorado, <i>Medical Staff</i></p> <p>Colorado Medical Society</p> <p>COPIC</p> <p>Good Samaritan Medical Center, <i>Administration & Medical Staff</i></p> <p>HealthONE</p> <p>Longmont United Hospital, <i>Medical Staff</i></p> <p>Lutheran Medical Center, <i>Medical Staff</i></p> <p>The Medical Center of Aurora, <i>Medical Staff</i></p>	<p>North Suburban Medical Center, <i>Medical Staff</i></p> <p>Peaks Region Medical Group, <i>Medical Staff</i></p> <p>Rose Medical Center, <i>Medical Staff</i></p> <p>Sky Ridge Medical Center, <i>Medical Staff</i></p> <p>St. Anthony Hospital North, <i>Medical Staff</i></p> <p>Swedish Medical Center, <i>Medical Staff</i></p>
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\$2,500 - \$4,999

<p>Avista Adventist Hospital, <i>Medical Staff</i></p> <p>Banner Health, Western Region, <i>Medical Staff</i></p> <p>CU Medicine</p> <p>Denver Health Medical Center, <i>Medical Staff</i></p>	<p>Presbyterian/St. Luke's Medical Center, <i>Administration & Medical Staff</i></p> <p>St. Anthony Hospital, <i>Medical Staff</i></p> <p>Atrium Wake Forest Baptist, <i>Administration & Medical Staff</i></p>
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\$1,000 - \$2,499

<p>Arkansas Valley Medical Center, <i>Administration & Medical Staff</i></p> <p>Boulder Community Health, <i>Medical Staff</i></p> <p>Conejos County Hospital, <i>Administration & Medical Staff</i></p> <p>CURI</p>	<p>Montrose Memorial Health, <i>Administration & Medical Staff</i></p> <p>San Luis Valley Medical Center, <i>Administration & Medical Staff</i></p> <p>St. Mary-Corwin Medical Center, <i>Medical Staff</i></p>
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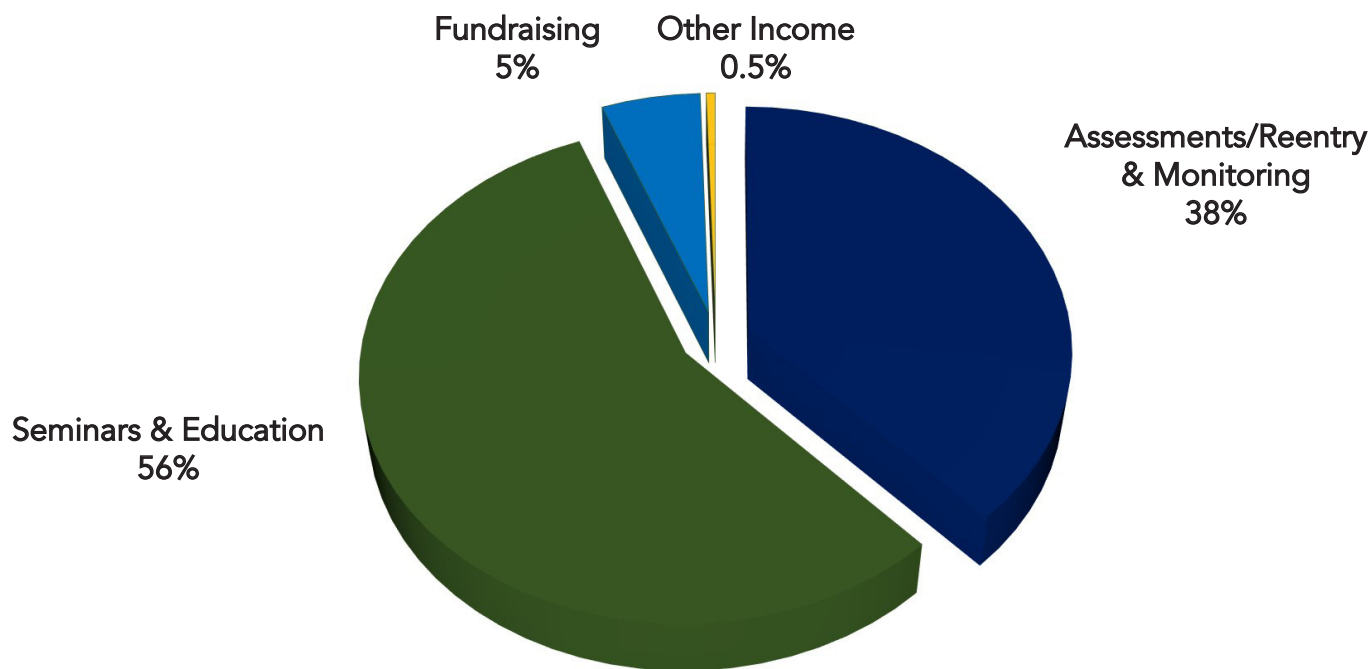
<\$1,000

East Morgan County Hospital, <i>Administration & Medical Staff</i> Estes Park Health, <i>Medical Staff</i> Platte Valley Medical Center, <i>Medical Staff</i>	SingerLewak Sterling Regional Medical Center, <i>Medical Staff</i> Valley View Hospital, <i>Medical Staff</i>
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Individual Donors

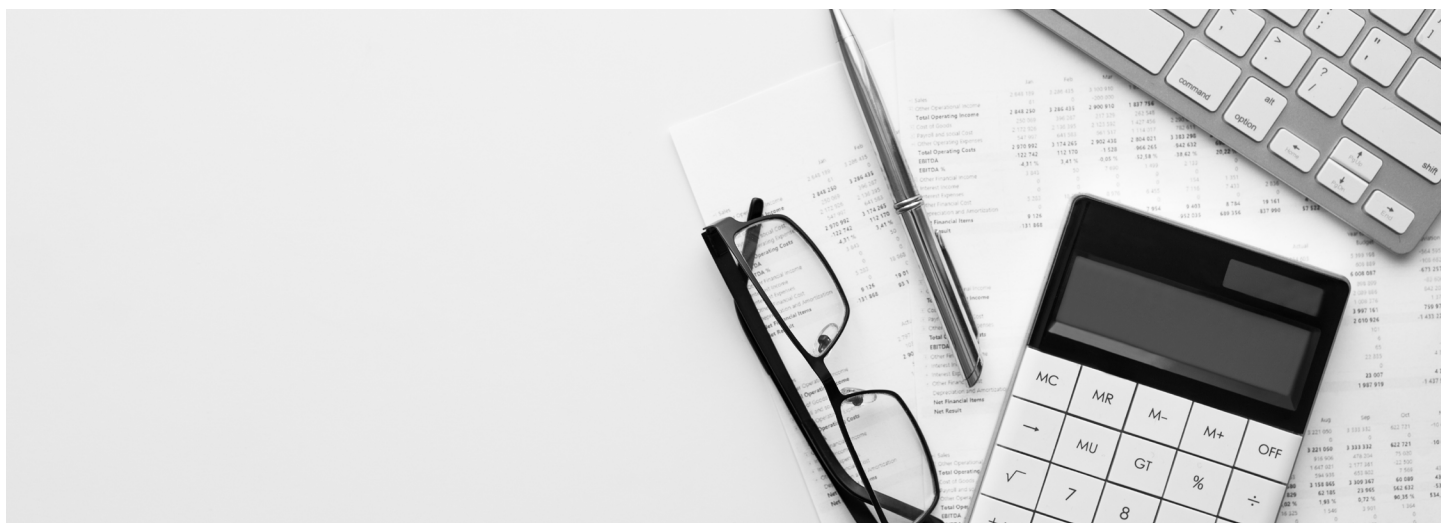
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FINANCIAL OVERVIEW



Balance Sheet Summary

Assets	\$2,091,219
Liabilities	\$524,032
Equity	\$1,567,187



IT TAKES A TEAM...



CPEP'S 2022 BOARD OF
DIRECTORS AND CURRENT STAFF

2022 BOARD OF DIRECTORS

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SCL Health
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Katie Richardson, M.D.
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Immediate Past-President

Greg D'Argonne
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Program Services

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Assessment Services

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Recruitment/Outreach Specialist

Barclay Taylor
Assistant Manager, Assessment Services

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Manager, Education Plan Services

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Associate Medical Director

Summer West, M.P.H.
Program Coordinator

Seminars

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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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