



# Helping Professionals... Protecting Patients

All Programs Conducted Remotely via *CPEP LIVE™ (Live, Interactive Video Education)*

Problem/Issue:							
<b><u>Professionalism/Ethics</u></b> <ul style="list-style-type: none"> <li>• Misrepresentation</li> <li>• Failure to disclose</li> <li>• Practicing outside of scope or without a license</li> <li>• Boundary issues, including sexual misconduct</li> <li>• Communication issues</li> <li>• Financial impropriety</li> <li>• Privacy and respect violations</li> <li>• Failure in supervisory responsibilities</li> <li>• Drug diversion</li> <li>• Other ethical breaches</li> </ul>	<b><u>Prescribing Controlled Substances (CS) and Chronic Pain Management</u></b> <ul style="list-style-type: none"> <li>• Prescribing of CS:               <ul style="list-style-type: none"> <li>- In large quantities</li> <li>- With early refills</li> <li>- Without response to aberrancies</li> <li>- To suspected drug abusers</li> </ul> </li> <li>• Inappropriate treatment of patients with chronic pain</li> </ul>	<b><u>Peer Communication</u></b> <ul style="list-style-type: none"> <li>• Communication with peers or subordinates that strains colleague or staff functions</li> </ul>	<b><u>Patient Communication</u></b> <ul style="list-style-type: none"> <li>• Patient complaints about clinician communication</li> <li>• Ineffective patient communication</li> <li>• Delivering difficult or disappointing news to patients</li> </ul>	<b><u>Documentation</u></b> <ul style="list-style-type: none"> <li>• Late or missing documentation</li> <li>• Diagnosis and treatment are not supported by documentation</li> <li>• Failure to explain clinical thinking</li> <li>• Discrepancies between sections of the notes</li> <li>• Poor documentation of prescribing practices</li> </ul>	<b><u>Clinical Competence (concerns or screening)</u></b> <ul style="list-style-type: none"> <li>• Substandard care</li> <li>• Improper prescribing of controlled drugs</li> <li>• Complication rates</li> <li>• Poor outcomes</li> <li>• Patient complaints</li> <li>• Non-standard medical care</li> <li>• Practice drift/change in scope of practice</li> <li>• Following significant health issue</li> <li>• Aging clinician</li> </ul>	<b><u>Absence from Practice</u></b> <ul style="list-style-type: none"> <li>• Resuming patient care after an extended <i>voluntary</i> absence:               <ul style="list-style-type: none"> <li>- Caring for family members</li> <li>- Pursuing other careers</li> <li>- Recovering from medical event</li> <li>- Returning to practice after retirement</li> </ul> </li> <li>• While in active practice, seeking to resume privileges that the clinician has not practiced recently</li> </ul>	<b><u>Ongoing Monitoring</u></b> <ul style="list-style-type: none"> <li>• Verification of ongoing adherence to generally accepted standards of medical practice</li> <li>• Verification of proper prescribing of controlled drugs and use of PDMP</li> </ul>

CPEP Program(s) To Address Problem/Issue:							
<ul style="list-style-type: none"> <li>• PROBE Program</li> <li>• PROBE Plus (follow-up program)</li> <li>• Clinical Competence Assessment <i>and</i> Educational Intervention Program</li> <li>• Improving Inter-Professional Communication Seminar</li> </ul>	<ul style="list-style-type: none"> <li>• Prescribing Controlled Drugs Course</li> <li>• Clinical Competence Assessment and Educational Intervention</li> <li>• Practice Monitoring Program</li> </ul>	<ul style="list-style-type: none"> <li>• Improving Inter-Professional Communication Seminar</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced Patient Communication Seminar</li> </ul>	<ul style="list-style-type: none"> <li>• Medical Record Keeping Seminar</li> <li>• Medical Record Keeping Follow-up Program</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical Competence Assessment/Educational Intervention Program</li> <li>• Practice Monitoring</li> <li>• Prescribing Controlled Drugs Course</li> <li>• Management Seminar</li> <li>• Fitness for Duty Evaluation or Late Career Screen</li> <li>• Privileging/Credentialing Screen</li> </ul>	<ul style="list-style-type: none"> <li>• Reentry to Clinical Practice Program</li> <li>• Prescribing Controlled Drugs Course</li> <li>• Management Seminar</li> <li>• Medical Record Keeping Seminar</li> <li>• Communication Seminars</li> </ul>	<ul style="list-style-type: none"> <li>• Practice Monitoring Program</li> </ul>

Contact us at 303-577-3232 or at [cpepdoc.org](http://cpepdoc.org) – “CPEP,” “CPEP LIVE” and “PROBE” are registered trademarks of the Center for Personalized Education for Professionals

CPEP Programs							
<u><b>PROBE (Professional/ Problem-based Ethics)</b></u> This 2.5-day non-adversarial ethics and boundaries educational intervention for healthcare professionals referred by regulatory bodies or other oversight entities. Intensive discussions and case analyses facilitate participant "probing" into his/her ethical missteps. Written report provided; grading is pass/fail.  <u><b>PROBE Plus</b></u> <i>Optional</i> six-month follow-up program.	<u><b>Prescribing Controlled Drugs</b></u> This 3-day course, offered in collaboration with the Vanderbilt Center for Professional Health, teaches appropriate prescribing practices, facilitates an understanding of personal motivations and responsibilities in the patient encounter, and cultivates skills in substance abuse identification.	<u><b>Improving Inter-Professional Communication</b></u> This 2.5-day course is designed to give healthcare professionals the skills they need to employ professional and effective communication in the workplace. Participants learn how to recognize personal communication styles, improve medical team dynamics and patient care outcomes, and support behavior change.  <u><b>Follow-Up Program (Optional)</b></u> Faculty member works as an Accountability Partner to provide on-going feedback, coaching and support.	<u><b>Enhanced Patient Communication</b></u> This 10-hour seminar helps clinicians enhance their patient communication skills. The seminar is personalized to address "hot button" issues. Participants practice new skills with simulated patients and receive individualized coaching.  <u><b>Follow-Up Program (Optional)</b></u> Faculty member works as an Accountability Partner to provide on-going feedback, coaching and support.	<u><b>Medical Record Keeping Seminar</b></u> A 1-day seminar designed to teach more efficient, effective methods of documenting patient care.  <u><b>Follow-up Program</b></u> <i>Optional</i> six-month program includes chart reviews every two months and detailed feedback to help participants integrate new skills into daily practice. Written reports provided; pass/fail determination.	<u><b>Competence Assessment and Education Program</b></u> In-depth evaluation and education program tailored to the professional's specialty and practice. Provides detailed information about clinical competence and offers personalized educational solutions to address concerns of oversight agencies and referring organizations.  <u><b>Late Career Screen or Fitness for Duty Evaluation</b></u> Objective screening or in-depth evaluation for clinicians when there are questions about competence related to age or significant health events.	<u><b>Reentry to Clinical Practice Program</b></u> Designed for clinicians returning to practice after a voluntary absence, the program provides a 1-2 day focused skills evaluation and a personalized reentry plan that helps professionals meet their goal of safely returning to clinical practice.  If requested, CPEP can assist with reentry plan implementation and monitoring.	<u><b>Practice Monitoring Program</b></u> Provides on-going monitoring for clinicians under sanction by state licensing boards or hospitals. The program is designed to meet the specific requirements of the individual's Board action and can include regular chart reviews and site visits by qualified consultants. Duration varies based on stipulation.

Target Audience							
Any healthcare professional (multidisciplinary)	Healthcare professionals who prescribe controlled substances and/or treat patients with chronic pain	<ul style="list-style-type: none"> <li>Physicians</li> <li>Physician assistants</li> <li>Adv. Practice Nurses</li> <li>Other advanced practice clinicians</li> </ul>	<ul style="list-style-type: none"> <li>Physicians</li> <li>Physician Assistants</li> <li>Adv. Practice Nurses</li> <li>Dentists</li> <li>Other clinicians</li> </ul>	<ul style="list-style-type: none"> <li>Physicians</li> <li>Physician Assistants</li> <li>Adv. Practice Nurses</li> <li>Podiatrists</li> <li>Dentists</li> <li>Other clinicians</li> </ul>	<ul style="list-style-type: none"> <li>Physicians</li> <li>Physician Assistants</li> <li>Adv. Practice Nurses</li> <li>Podiatrists</li> </ul>	<ul style="list-style-type: none"> <li>Physicians</li> <li>Physician Assistants</li> <li>Adv. Practice Nurses</li> <li>Podiatrists</li> </ul>	<ul style="list-style-type: none"> <li>Physicians</li> <li>Physician Assistants</li> <li>Adv. Practice Nurses</li> <li>Podiatrists</li> </ul>

Fees* and CME**							
<u><b>PROBE</b></u> Fees: Tier I: \$1,875 Tier II: \$2,295  CME: 25.25 Credits Nursing Contact Hours: 25.25  <u><b>PROBE Plus</b></u> Fee: \$2,500	<u><b>Prescribing Controlled Drugs</b></u> Fee: \$2,750 Fee for APRNs: \$2,200  CME: 24.5 Credits AAFP Prescribed Credits: 21.75 Live	<u><b>Improving Inter-Professional Communication</b></u> Fee: \$2,500  CME: 19 Credits  <u><b>Follow-up Program</b></u> Fee: \$1,950	<u><b>Enhanced Patient Communication</b></u> Fee: \$1,750  CME: 11 Credits  <u><b>Follow-up Program</b></u> Fee: \$1,750	<u><b>Medical Record Keeping Seminar</b></u> Fee*: \$1,095 CME: 10.5 Credits  *COPIC-insured: \$300 discount  <u><b>Follow-up Program</b></u> Fee: \$1,650	<u><b>Assessment/Education</b></u> <ul style="list-style-type: none"> <li>Assessment: \$10,500 - \$16,000</li> <li>Education Plan: \$2,000 - \$2,750</li> <li>Monthly monitoring: \$750 - \$950</li> </ul> <u><b>Late Career Screen and Fitness for Duty</b></u> Call for pricing	<u><b>Reentry Program</b></u> <ul style="list-style-type: none"> <li>Streamlined Reentry: \$6,750 - \$9,750</li> <li>Enhanced Reentry: \$10,500 - \$16,000</li> </ul>	<u><b>Practice Monitoring Program</b></u> <ul style="list-style-type: none"> <li>Enrollment fee: \$1,500</li> <li>Fee per Chart Review: Varies from \$2,000 to \$2,750 based on specialty, stipulation and other factors</li> </ul>

\*2024 enrollment fees; subject to change \*\*All CME is AMA PRA Category 1 Credit; AAFP credit available for Prescribing Controlled Drugs; Nursing credit available for PROBE

# Clinical Competence Assessment and Education Program



The CPEP™ **Clinical Competence Assessment Program** offers a variety of benefits to participating clinicians and to the organizations that refer them:

**Objectivity:** CPEP is an independent non-profit organization. Our Assessments are free of bias, offering fairness to participants and credibility to those who refer them

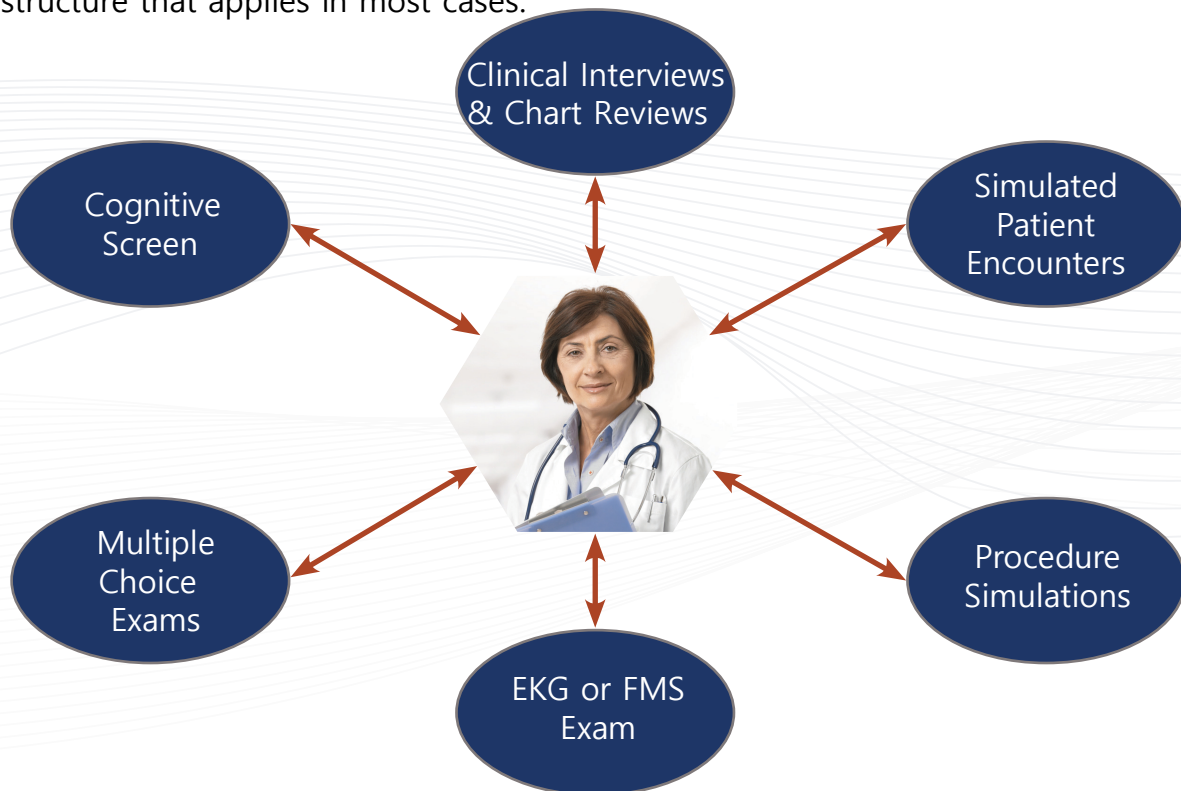
**Comprehensiveness:** CPEP Assessments provide a "deep dive" into participants' overall clinical knowledge, clinical judgment and skills, documentation and communication

**A path forward:** CPEP Assessments provide the basis for an educational plan that addresses opportunities for improvement in core competencies

**Professionalism:** We treat our participants with dignity and respect

## Components of an Assessment

Each Assessment is individually tailored to the participant's specific needs. However, there is a common structure that applies in most cases:



- Structured clinical interviews are key components of the Assessment process.
  - Each Assessment includes 2 – 4 clinical interviews conducted by matched-specialty consultants.
  - Participants submit 24 – 40 patient charts (if available) to be reviewed in the assessment.
  - Each consultant conducts a 90-minute interview and reviews approximately 8–10 patient charts from the participants' practice.
  - CPEP has a pool of more than 300 community-based (80%) and academic (20%) clinicians. Consultants are chosen to have similar specialty and scope of practice as the participant.
- Most Assessments also include:
  - A cognitive screen examining basic cognitive functions, such as memory and reaction time.
  - Simulated patient encounters that assess communication and documentation skills.
- Participants who perform procedures may take part in procedure simulations to assess technical skills.
- Participants interpret EKG tracings or fetal monitoring strips, if relevant to their practice.
- Written multiple choice exams may be used, if appropriate.

### Who should participate, where are Assessments held and how long does it take?

The Assessment Program is designed for Physicians, Physician Assistants, Advanced Practice Nurses, and Podiatrists. **Most CPEP Assessments are conducted remotely through video conference, but in-person assessments can be accommodated in Denver upon advance request. Technical simulation testing components for a limited number of specialties are done in-person either in Denver or North Carolina.** In general, we need about 4 to 6 weeks lead time to prepare for an assessment. Time on-site for the Assessment itself is usually limited to two days, and a detailed, formal report is sent out in approximately 12 weeks.

### What happens if educational needs are identified?

If the Assessment reveals educational needs, those areas will be outlined in a detailed report along with the rationale for those conclusions and educational recommendations. *See Education Program below for next steps.*

### How much does an Assessment cost?

The cost of an Assessment varies depending upon the profession and specialty of the individual as well as the scope of the Assessment. Contact CPEP for details. Discounts available for Colorado clinicians.

*If travel to CPEP's testing centers in Denver or Raleigh is required, Assessment fees do not include food, lodging, or transportation.*

### What is the Education Program?

If requested by the participant or referring agency, the participant may enroll in the **Education Program**. In this Program, CPEP develops a detailed, step by step plan to address educational needs identified in the Assessment and works with the participant to implement the plan. Educational activities are generally completed in the participant's home community as he/she continues in clinical practice. A CPEP Associate Medical Director guides the process and regular reports are provided to the participant and referring agency.

Each Plan is unique, but generally consists of the following:

- Self-directed study of evidence-based literature
- Accredited CME activities focused on educational goals
- Meetings with preceptor, including chart reviews, topic discussions, and, in some cases, observation of patient care

*The Education Program has separate enrollment and fees. Contact CPEP for details.*

### Ready to get started?

Call us in Denver at 303-577-3232 (select option 1)

You may also e-mail us at [info@cpepdoc.org](mailto:info@cpepdoc.org)

One of our assessment professionals will be happy to answer your questions

Every year, many physicians, physician assistants and nurse practitioners consider returning to patient care after a voluntary extended absence (raising a family, early retirement, etc.). CPEP's Reentry to Clinical Practice Program is here to help.

Depending upon their individual circumstances, qualifying clinicians may participate in either the ***Streamlined Reentry Program*** or the ***Enhanced Reentry Program***.

## Streamlined Reentry Program

**Designed for Clinicians who have been Away from Practice on a Voluntary Basis for Fewer than 10 Years**

### Benefits of the Streamlined Reentry Program

- Participants have the opportunity to demonstrate competence to licensing authorities, credentialing bodies, and to themselves
- Participants receive a practical education/re-entry plan that helps them enhance their clinical skills and provides guidance on how to navigate the reentry process with confidence
- **The process is timely, practical, and fits most budgets**

**Both the evaluation and the education/reentry plan can be completed from a participant's home or office and do not require any travel.**

### Who Qualifies for this Program?

This program is appropriate for clinicians who:

- Stepped away from practice for voluntary reasons
- Plan to return to practice in a clinical area in which they were trained and/or previously practiced
- Have been away from direct patient care for fewer than 10 years

### Timing

While the remote evaluation will be completed over a two-day period, the entire process from date of enrollment through issuance of the evaluation report and education/reentry plan is approximately 8 weeks.

### Cost

The fee for the Streamlined Reentry Program varies by specialty, and ranges from \$6,750 through \$9,750. The fee includes:

- Skills/competence evaluation
- Reentry plan
- Two hours of consulting on the re-entry process from our experienced education experts
- Expanded focus areas can be included for an additional fee
- **On-going assistance from CPEP and monitoring of the reentry plan is also available for an additional fee**

If technical skills simulation is needed, additional fees will apply to the base fee above.

Participants also qualify for significant discounts on other useful CPEP services (please call for details).





## Enhanced Reentry Program

Designed for Clinicians who have been Away from Practice on a Voluntary Basis for 10 Years or More

*"It was the best investment I could have made as a physician"  
Feedback from an Enhanced Reentry Program participant*

### Purpose of the Enhanced Reentry Program

Many years of working with reentry clinicians has shown that those who have been away from clinical care for 10 years or more typically demonstrate greater educational needs than those who have been away from care for shorter periods of time. In order to help these clinicians return to practice with safety and confidence, both the skills evaluations and education/reentry plans are more robust compared to the Streamlined Reentry Program.

### Benefits of the Enhanced Reentry Program

- Participants have the opportunity to demonstrate competence to licensing authorities, credentialing bodies, and to themselves
- Participants receive an in-depth education/re-entry plan that helps them address educational needs and provides guidance on how to navigate the reentry process with confidence

**Both the evaluation and the education/reentry plan can be completed from a participant's home or office and do not require any travel.**

### Who Qualifies for this Program?

This program is appropriate for clinicians who:

- Stepped away from practice for voluntary reasons
- Plan to return to practice in a clinical area in which they were trained and/or previously practiced
- Have been away from direct patient care for 10 years or more

### Cost

The fee for the Enhanced Reentry Program varies by specialty and starts at \$10,500. The fee includes:

- Comprehensive skills/competence evaluation
- Personalized reentry plan
- Consulting on the re-entry process from our experienced education experts
- **On-going assistance from CPEP and monitoring of the reentry plan is also available for an additional fee**

If technical skills simulation is needed, additional fees will apply to the base fee above.

Participants also qualify for significant discounts on other useful CPEP services (please call for details - see below).

Contact CPEP to Learn More  
303-577-3232 (select option 1)  
info@cpepdoc.org

# Why Engage in a CPEP Education Plan?



## Benefits of a CPEP Education Plan

Over the past 30 years, over 500 clinicians in more than 30 specialties have successfully completed or are actively working on education plans designed by CPEP. These plans fit into a clinician's busy life, allowing them to serve the needs of their patients while working to improve their clinical knowledge and skills.

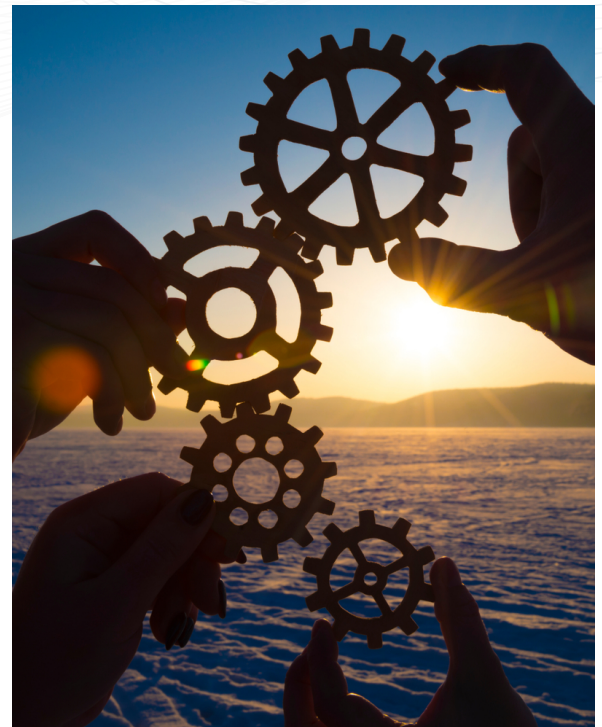
CPEP's education program can be a significant help to clinicians looking to polish their clinical performance – a statement validated by a peer-reviewed study in the Journal of Medical Regulation. A team of physicians reviewed 2,073 charts submitted by participants in CPEP's Practice Monitoring Program (PMP). One group of PMP participants completed CPEP's assessment and education program prior to monitoring. The second group went straight into monitoring without assessment or education.

In this retrospective review, charts submitted by CPEP assessment and education "alumni" were 5.49 times less likely to demonstrate care that did not meet accepted standards than those submitted by physicians who went into monitoring with no assessment or education.

## What's involved in a CPEP Education Plan?

CPEP Education Plans often include, but are not limited to, the following:

- Monthly meetings with a preceptor\*: During these meetings, participants and their preceptors will review patient cases via chart reviews and engage in hypothetical patient discussions to reinforce key take-always from recent educational activities completed by the participant.
- Regular meetings with a CPEP Associate Medical Director, including additional chart reviews and helpful feedback and coaching regarding the participant's progress.
- Review and study of evidence-based literature in collaboration with an educational Preceptor and the Associate Medical Director.
- Participation in Accredited Continuing Medical Education activities that apply to the clinical topics identified as areas of educational need.



\*Preceptors are chosen by the participant and must be vetted and approved by CPEP. Direction and guidelines for the process of Preceptor Approval will be outlined in the Education Plan. Any honorarium paid to a preceptor is the responsibility of the participant.

*Continued*

## Point of Care Experience

Some CPEP Education Plans recommend/require a period of oversight through a ***Point of Care Experience***. The Point of Care Experience is intended to allow appropriately graduated levels of independence through periods of observation and oversight as the participant addresses immediate practice needs.

This experience may include initial direct observation progressing to review of patient evaluation and treatment plans prior to patient discharge, intensive chart reviews, and close review of controlled substance prescribing, and/or other elements of oversight.

## How long is a CPEP Education Plan?

The duration of a CPEP Education Plan is driven by two factors:

1. The depth of educational needs identified in the CPEP assessment – on average, participants with broader or deeper educational needs take longer than those with more limited educational needs.
2. The amount of time and effort a participant can devote to the plan on a consistent basis – generally dependent upon each participant's life and professional circumstances.

On average, participants take between nine and 18 months to complete their Education Plans.

## What does a CPEP Education Plan Cost?

- The fee for Education Plan Development ranges from \$2,000 - \$2,750 depending upon the specialty and the need for a Point of Care Experience.
- The fee for Education Plan Monitoring ranges from \$750 - \$950 per month depending upon the specialty.

**For more information,  
visit the CPEP website at <http://www.cpepdoc.org>  
or call 303-577-3232**



# The *PROBE*<sup>TM</sup> Program: Professional/Problem-Based Ethics

Offered Remotely via *CPEP LIVE*<sup>TM</sup>



The *PROBE Program* is a non-adversarial ethics and boundaries educational intervention. This personalized Program targets participants' professional misconduct or alleged misconduct. Intensive discussions and case analysis facilitate the participant "probing" into their ethical misstep and recommitting to professional ideals.

The Program is designed to fulfill regulatory body or credentialing requirements for ethics remediation. To date, approximately 4,000 participants have attended from all 50 states and nine Canadian provinces.

The multi-disciplinary faculty have expertise in healthcare ethics and come from a variety of public, private, and academic centers in the U.S. and Canada. Enrollment per session is limited to 14 - 16 participants.

## **What types of violations or infractions are addressed by *PROBE*?**

Participants are referred for a variety of ethics violations or unprofessional conduct. Examples include, but are not limited to:

- Boundary violations in the practice of health care including, but not limited to, sexual misconduct, drug diversion, dual relationships, and prescription of controlled substances to non-patients
- Privacy and respect violations
- Misrepresentation, falsification of credentials, or failure to disclose
- Financial or billing irregularities
- Disruptive behavior and communication issues
- Failure to adequately inform patients in obtaining consent
- Misuse of social media or electronic medical records
- Failure in supervisory roles

## **Where is *PROBE* offered?**

All *PROBE* sessions for both U.S. and Canadian participants are currently conducted remotely via *CPEP LIVE* (*Live, Interactive Video Education*) using the Zoom platform. Check for a session in your preferred time zone.

## **Who should attend *PROBE*?**

*PROBE* is open to all healthcare professionals and trainees. This includes physicians, physician assistants, nurses, pharmacists, dentists and dental assistants, occupational and physical therapists, chiropractors, medical students, residents, and others. Every session is multi-disciplinary and is never restricted to one specialty or degree.

*Continued*

## What do past participants have to say about *PROBE*?

"The faculty allowed us to express ourselves, helped us to find words, never were condescending or judgmental, always were clear and concise and easy to understand and follow."

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

"It gave me a chance to appreciate my regulatory body's/society's perspective."

"The faculty were excellent. They . . . were very educated about the material they presented. I didn't feel judged or embarrassed about why I was here."

## What does *PROBE* include?

The 16-hour Program includes didactic sessions and group discussions as well as pre- and post-program assignments. After the Program, participants prepare and submit a final essay demonstrating their understanding of the Program content and the ability to apply the content to the reasons for referral. Participants receive a certificate of completion and final grade.

## What are the possible outcomes?

There are three possible outcomes for participants in the *PROBE* Program.

*Unconditional Pass:* Participant has demonstrated the ability to think ethically about their reason for referral.

*Conditional Pass:* Participant has largely demonstrated the ability to think ethically about their reasons for referral, but the faculty believe there are still certain areas that could benefit from additional work.

*Fail:* Participant has not demonstrated the ability to think ethically about their reasons for referral.

*Note: Many licensing and credentialing bodies require a grade of Unconditional Pass in order to fulfill their requirements.*

## What is the Program fee?

Enrollment fees are tiered by profession and training level. *See website for details.*

## CME

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of UHealth Southern Region and CPEP.

UHealth Community Hospitals is accredited by the Colorado Medical Society to provide continuing medical education for physicians. UHealth Community Hospitals designates this live course for a maximum of 25.25 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

*PROBE™*, *CPEP™*, and *CPEP Live™* are registered trademarks of the Center for Personalized Education for Professionals

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or call 303-577-3232

# Medical Record Keeping Seminar & Personalized Implementation Program

Offered Remotely via *CPEP LIVE™*



## *Improving Patient Safety Through Effective Record Keeping*

This practical Seminar teaches efficient methods of documenting patient care, including effective use of Electronic Medical Records (EMR). Participants gain an understanding of the medico-legal implications of documentation, learn new strategies for overcoming barriers to effective record keeping, and leave with a concrete action plan for immediate improvement. The seminar is individualized to address the practice specialty of each participant and includes an optional pre-seminar review of patient charts submitted by the participant.

Upon completion of the one-day seminar, participants have the option of enrolling in the six-month Personalized Implementation Program (PIP). PIP is a follow-up program that provides in-depth chart reviews and detailed feedback to participants to help them integrate their newly acquired documentation skills into daily practice. *See back of flyer for details.*

### **What do participants say about the Medical Record Keeping Seminar?**

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

*"Because of this course, I will chart my thought process better and more accurately. The information on EMR was very insightful and valuable."*

### **Where is the seminar offered?**

This seminar is offered remotely via *CPEP LIVE* (Live, Interactive Video Education).

### **Who should attend?**

The seminar is most applicable to the documentation needs of physicians, physician assistants, advanced practice nurses and podiatrists. Other healthcare professionals, such as dentists, may also benefit from the principles and content presented in the seminar and may participate in the follow-up program.

**Fee:** The cost of the Seminar is \$1,095.

**CME:** This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of UHealth Southern Region and CPEP.

UHealth Community Hospitals is accredited by the Colorado Medical Society to provide continuing medical education for physicians.

UHealth Community Hospitals designates this live course for a maximum of 10.5 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

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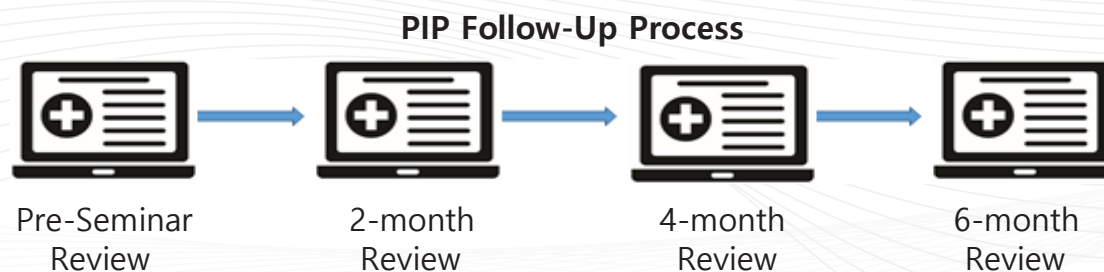
## Change is a Process, not an Event

As participants return to their demanding clinical practices, they benefit from ongoing feedback to implement what they learned in the seminar. The *Personalized Implementation Program* (PIP) provides six months of follow-up, allowing participants time to incorporate feedback and demonstrate improvement in patient care documentation. PIP fosters long-term improvement as participants actively apply the techniques they've learned to their own practice.

PIP is an optional program for participants who have completed the Medical Record Keeping Seminar.

## What does PIP involve?

Participants submit three charts to CPEP at two, four and six months. Expert reviewers provide detailed written feedback; verbal feedback is available upon request. Participants receive concrete suggestions for improvement at each point in the process.



## Final Report and Grade

At the end of the six-month program, participants receive a final report and grade of either Pass or Fail. The report can be released to a third party if requested the participant.

Successful participants will consistently provide charts that:

- Are clear, concise and complete
- Accurately reflect the care provided
- Convey the rationale for the diagnosis or treatment plan

## Enrollment and Fee

Attendance at the Medical Record Keeping Seminar is a prerequisite. Its recommended that participants enroll within one month following the seminar. PIP has a separate enrollment process. The fee for PIP is \$1,650.

# Improving Inter-Professional Communication

## *Working Effectively in Medical Teams*

Offered Remotely via **CPEP LIVE™**



When communication problems strain colleague or staff functions, they can have a significant impact on patient care, and on team effectiveness. Healthcare professionals often do not realize how their communication may compromise patient care and impact their work satisfaction. This seminar is designed to give participants the skills they need to employ professional and effective communication in the workplace.

Participants will gain insight and develop strategies and skills to:

- Recognize individual behavior/communication styles and how those styles impact work teams
- Improve medical team member dynamics and patient care outcomes
- Support and maintain behavior change which positively impacts team member dynamics over time
- Develop strategies to increase resiliency, manage stress, and improve frustration tolerance

### ***Seminar Details***

Sessions are personalized to meet the participants' needs. Enrollment per session is limited to 13 participants and includes a behavior style profile, interactive discussions, simulated work encounters, and development of a personal Plan of Action identifying steps each to improve team communication. **This seminar is offered via CPEP LIVE (Live, Interactive Video Education).**

Three faculty members with expertise in peer communication and team interactions lead each session. Each participant receives a post-seminar report with recommendations from the faculty. The report and the participant's Plan of Action can be released to a third party if requested by the participant.

### ***Optional Follow-up Program***

An *optional* follow-up program is available to provide coaching with a qualified expert.

### ***Who should attend?***

This seminar is tailored to assist physicians and advanced practice professionals who could benefit from an improved understanding of how they communicate with their colleagues. It is also designed to fulfill licensing board or credentialing requirements or requirements for education.

*The seminar is not designed to address significant disruptive behavior or anger management issues, physically aggressive behavior in the workplace, or untreated mental health conditions such as substance abuse or psychiatric conditions.*

**Fee:** The fee for the seminar is \$2,500. The follow-up program has a separate enrollment and fee.

**CME:** This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of UCHHealth Southern Region and CPEP.

UCHHealth Community Hospitals is accredited by the Colorado Medical Society to provide continuing medical education for physicians. UCHHealth Community Hospitals designates this live course for a maximum of 19.75 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

For more information,  
visit the CPEP website at <http://www.cpepdoc.org>  
or call 303-577-3232





## IIPC FOLLOW-UP PROGRAM

Research suggests that individual efforts to sustain change over time are best supported by engaging the assistance of other resources rather than relying on one's own good intentions. For that reason, CPEP offers a six session individualized Follow-up Program to the Improving Inter-Professional Communication Seminar (Seminar).

The goal of the Follow-up Program is to *support the Participant in actualizing his/her Action Plan for Sustained Change, which is developed during the Seminar*. A Seminar faculty member will work with the Participant as an Accountability Partner to provide on-going feedback, coaching and support to help achieve meaningful improvement in communication and team interactions.

### **The Accountability Partner will help the Participant:**

- Create specific goals related to what he/she wants to accomplish
- Select the first steps to take after the Seminar
- Select an approach to sustaining new behaviors that cement the desired changes of the Participant
- Identify barriers to success as well as opportunities for success in every interaction
- Develop the habit of intentional behavior
- Continue exploration of his/her particular environmental or personal triggers and how to manage them
- Engage in a supportive and safe accountability process with positive and affirming reinforcement

### **Enrollment, Logistics and Fees**

Participation in the Follow-up Program is *optional*. The Follow-up Program may be requested by a Seminar participant or by an employer or referring organization (if applicable), or it may be recommended by the Seminar faculty as part of the post-class, participant feedback process.

Upon enrollment, CPEP will assign an Accountability Partner to work with the Participant. The Participant may indicate a preference for the Accountability Partner; however, CPEP has the final decision regarding which faculty member is assigned.

The Follow-up Program provides six individual coaching sessions to be completed in six months or less. Time frames can vary, as guided by the Accountability Partner and agreed to by the Participant. The Accountability Partner and the Participant will meet on a regular basis, typically once or twice monthly. Sessions will be held via video conferencing. If a scheduled meeting is not cancelled within 48 hours of the scheduled time, the participant will forfeit the coaching session.

The Follow-up Program includes a separate enrollment process and fee of \$1,950. For more information, or to enroll, call CPEP at 303-577-3232 and ask to speak with the Seminars Department.

# Enhanced Patient Communication:

*Building Compassion, Communication and Trust*

Offered Remotely via *CPEP LIVE™*



The *Enhanced Patient Communication* seminar is designed to help clinicians refine and enhance their patient communication skills. The intensive 10-hour program allows participants to personalize the learning experience to address specific interests and "hot button" issues. Participants have multiple opportunities to practice new skills and receive individualized feedback.

Enrollment is limited to eight participants, allowing each clinician the opportunity to identify and work on individual goals. The seminar includes a behavior style profile, interactive discussions, a session on provider well-being and resilience, simulated patient exercises, and development of a personal Plan of Action identifying steps each participant can take to improve patient communication.

Each participant receives a post-seminar report with recommendations from the faculty. The report and the participant's Plan of Action can be released to a third party if requested by the participant.

Through this seminar, participants will:

- Understand how behavior style and personal history impact communication with patients
- Improve understanding and mastery of principles of effective clinician-patient communication
- Strengthen communication skills through practice with and feedback from simulated patients
- Enhance skills in managing challenging communication situations through identification of their own "hot button" issues, such as difficult patient encounters, communicating unanticipated adverse outcomes, saying no, navigating "the list," or motivating patients to change

**Schedule:** This seminar is offered remotely via *CPEP LIVE (Live, Interactive Video Education)*. The seminar is held over two consecutive Fridays, from 12:30 PM - 5:00 PM Mountain Time each day.

**Follow-up Program:** An *optional* program provides follow-up and accountability to support improved communication and behavior change. The program offers six one-hour coaching sessions with a faculty member.

**Who should attend?** The seminar is targeted at clinicians who wish to improve their skills in this critical area. It is also designed to fulfill licensing board or credentialing recommendations for education. Physicians, physician assistants, advanced practice nurses, podiatrists, dentists and other healthcare professionals are also invited to attend.

**Fees and CME:** The Seminar fee is \$1,750. The Follow-up Program has a separate enrollment and fee. This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of UHealth Southern Region and CPEP.

UHealth Community Hospitals is accredited by the Colorado Medical Society to provide continuing medical education for physicians.

UHealth Community Hospitals designates this live course for a maximum of 11.0 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

For more information,  
visit the CPEP website at <http://www.cpepdoc.org>  
or call 303-577-3232

# Prescribing Controlled Drugs: *Critical Issues and Common Pitfalls*®

Offered Remotely via CPEP LIVE™



CPEP™, in collaboration with the Vanderbilt Center for Professional Health, offers the highly regarded **Prescribing Controlled Drugs: Critical Issues and Common Pitfalls**® course. This course is designed to give participants the knowledge and skills to prescribe controlled substances with confidence, and to improve their systems for managing patients using these medications.

Through the course, participants will learn appropriate prescribing practices, gain an understanding of personal motivations in the patient encounter as understood within the framework of family systems theory, discuss personal responsibilities with patients, and cultivate new skills in substance abuse identification. Participants have the opportunity to practice their new skills with simulated patients and receive individualized coaching from the faculty.

The course is taught by a multi-disciplinary team with expertise in prescribing controlled substances and identifying substance use disorders. The faculty include a physician, a psychologist, and a substance abuse counselor/family educator.

## What will participants learn?

Participants will:

- Receive current information on proper prescribing practices for controlled substances
- Understand how to implement SBIRT to identify potential chemical dependency
- Recognize risky prescribing practices and identify strategies to avoid them
- Gain an understanding of state prescription drug monitoring programs and how to use them
- Identify personal motivations in patient encounters

## Who should attend?

The course is appropriate for any healthcare professional who prescribes controlled substances. The course may be particularly helpful to professionals who wish to improve their comfort level and skills managing patients on chronic controlled substances (e.g. opioids, benzodiazepines, stimulants) and to professionals who have been cited for inappropriate prescribing, such as prescribing large quantities, prescribing for non-patients (e.g. family members or friends), or prescribing to patients with known histories of substance abuse.

**Fee:** The course fee is \$2,750.

**Schedule:** This seminar is offered remotely via **CPEP LIVE** (Live, Interactive Video Education).

**CME:** This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of UCHHealth Southern Region and CPEP.

UCHHealth Community Hospitals is accredited by the Colorado Medical Society to provide continuing medical education for physicians. UCHHealth Community Hospitals designates this live course for a maximum of 24.5 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

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For more information,  
visit the CPEP website at <http://www.cpepdoc.org>  
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