



## Educational Interventions to Address and Prevent Professional Misconduct



*Remedial Education Program Brochure*

In Joint Providership with the University  
of California, Irvine School of Medicine

# PBI Education at a Glance

We understand the risk to the public when professional misconduct goes unaddressed. At PBI, we partner with regulators and organizations to provide clinicians with the tools necessary for safer practice. Our team is here to guide you in developing impactful educational plans for clinician remediation.

**21+ years of  
remedial  
experience**

**1,000+ referring  
regulators,  
organizations,  
and attorneys**

**15,000+  
clinicians  
educated**

## The PBI Course Difference

- Intensive, process-focused training approach
- Multidisciplinary courses, limited to 15 (or fewer) participants
- Development of multilayered Personalized Protection Plan®
- Post-course reports (AIR Letters) available for additional insights
- CME-accredited, independently funded
- Internationally recognized faculty



## PBI Virtual Live Classroom®

All courses are facilitated live in a virtual, face-to-face format (i.e., participants' webcams are always on).

PBI trained proctors enforce rigorous attendance and participation policies and are available to assist participants with any technological difficulties.

# Steps for Remedial Course Referral

## 1 Select appropriate course(s)

Our team is here to guide you in determining the most relevant course(s). Call 904-800-1237 or review the Course Selection Guide to get started.

## 2 Communicate expectations to licensee/clinician

Specify selected course(s) in written referral documentation (e.g., order, stipulated settlement, performance improvement plan, etc.)

## 3 Receive confirmation of course pass or failure

Clinicians that successfully complete their course will receive a CME certificate. If they fail, PBI will notify you of the reasons for failure.



### Post-Course Report: AIR Letter

AIR (Accomplishments, Impressions, and Recommendations) Letters serve as a supplement to a clinician's CME certificate.

This letter describes the clinician's course accomplishments, provides faculty impressions, and may offer recommendations for enhanced remediation. You can request to receive an AIR Letter in the written referral documentation prior to the course.



Visit [PBleducation.com](https://PBleducation.com) to learn more about our US and Canadian course editions.

# Remedial Courses



## **Professional Boundaries (PB-24, PB-24EN, PB-24EX)**

Addresses relationship-based misconduct, including sexual and non-sexual violations

- Live, 3-day course
- 24-46 CME hours



## **Elevating Civility and Communication in Health Care (CC-30, CC-30EX)**

Addresses disruptive, uncooperative, or uncollegial behaviors in the workplace

- Live, 3-day course
- 30-42 CME hours



## **Proper Prescribing (RX-21, RX-21EX)**

Addresses deficiencies, inaccuracies, and noncompliance in prescribing practices

- Live, 2-day course
- 21-33 CME hours



## **Medical Record Keeping (MR-17, MR-17EX)**

Addresses deficiencies, inaccuracies, and noncompliance in documentation

- Live, 2-day course
- 17-30 CME hours



## **Ethics and Professionalism**

Addresses lapses in professionalism, including noncompliance with laws, rules, guidelines, codes, or policies

### **(ME-15, ME-15EX)**

- Live, 1-day course
- 15-27 CME hours

### **(ME-22, ME-22EX)**

- Live, 2-day course
- 22-34 CME hours



## **Extended (EX) Editions:**






### **PBI Maintenance and Accountability Seminars (MAS-12)**

The extended (EX) editions of the courses above include a longitudinal follow-up component. These faculty-led seminars elevate accountability through revisiting the Personalized Protection Plan®, and engage clinicians in a multi-disciplinary community of peer review and support.

- Teleconference format
- Weekly, one-hour seminars for a total of 12 hours
- 12 CME hours

# PBI Education Course Selection Guide

Use the chart below to determine the most appropriate course topic(s) to address specific conduct of concern.

COURSE TOPIC	CONCERNING OR UNPROFESSIONAL CONDUCT	
<b>Professional Boundaries</b> 	<ul style="list-style-type: none"> <li>• Dual relationships</li> <li>• Inappropriate communication channels (e.g., social media, text, email)</li> <li>• Exchange of gifts or money</li> <li>• Practicing outside of scope</li> </ul>	<ul style="list-style-type: none"> <li>• Inappropriate touch, sexualized humor, sexual misconduct, or harassment</li> <li>• Addictions</li> <li>• Supervisory issues</li> </ul>
<b>Ethics and Professionalism</b> 	<ul style="list-style-type: none"> <li>• Breaking laws, rules, or codes</li> <li>• HIPAA or confidentiality violations</li> <li>• Lying, cheating, omission, or dishonesty</li> <li>• Driving under the influence</li> </ul>	<ul style="list-style-type: none"> <li>• Regulatory/licensure noncompliance</li> <li>• Practicing with an expired license</li> <li>• Fraud or intentional billing inaccuracy</li> </ul>
<b>Civility and Communication</b> 	<ul style="list-style-type: none"> <li>• Disruptive behavior</li> <li>• Passive or overly aggressive behavior</li> <li>• Ineffective, unproductive, or uncollegial communication</li> <li>• Inappropriate humor</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of self-awareness, self-control, or emotional-control</li> <li>• Inadequate display of empathy/sensitivity</li> </ul>
<b>Medical Records</b> 	<ul style="list-style-type: none"> <li>• Billing/coding inconsistencies, oversights, or inaccuracies</li> <li>• Documentation that does not comply with laws and regulations</li> <li>• Tardiness in documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Insufficient treatment justification</li> <li>• Inaccuracies in EMR/EHR or copy/paste issues</li> <li>• Incomplete or illegible records</li> </ul>
<b>Proper Prescribing</b> 	<ul style="list-style-type: none"> <li>• Poor understanding of drug interactions</li> <li>• Inappropriate dosing or CDS prescribing</li> <li>• Prescribing to friends, family, or colleagues (also a boundaries issue)</li> </ul>	<ul style="list-style-type: none"> <li>• Pre-signed blank prescriptions</li> <li>• Insufficient patient agreements or drug screen policies</li> <li>• Poor justification of prescribing in documentation (also a medical records issue)</li> </ul>



## On Demand Courses from PBI

In addition to remedial education, PBI offers online, non-remedial courses designed to prevent lapses in professional conduct. These short, self-paced courses serve as a practical tool to preserve patient safety and reduce risk.

### On Demand Course Topics:

- Medical Chaperone Training Program
- The Complete Professional: Navigating Professional Boundaries in Medicine
- Best Practice Prescribing
- Maintaining Ethics and Professionalism
- Managing Clinician-Patient Conflicts



## Remedial Course Testimonials

*"I now understand what the Board's role is and what our real role in society is and how it is not only defined by moments we are wearing a white coat but at every single moment, at every single place, and with every member of the society."*

- Professional Boundaries Course Graduate

*"PBI provided me with a mechanism to view myself and my behaviors from another perspective entirely. I wish I had been more self-aware. I firmly believe that had I taken these courses preemptively, my transgressions might never have happened. I cannot recommend PBI highly enough to other professionals."*

- Ethics and Professionalism Course Graduate

*"I highly appreciated how sincere and nonjudgmental the instructor and other participants were and how they devised practical solutions to look after myself and make sure I do not make the same mistakes again."*

- Civility and Communication Course Graduate

**PBI**  
**EDUCATION**

[PBIEducation.com](https://PBIEducation.com)

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