



PBI Risk Management Essentials

Facilitated Live
*Remedial and Preventative**

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

UCI School of Medicine



10 CME Credit Hours**
Approved for AMA PRA Category 1 Credits™

***Note:**

This course addresses minor risk management lapses to fulfill educational recommendations or requirements. Clinicians who wish to take the course solely for CME credit are welcome to enroll.

To address more serious infractions, please review our multi-day intensive remedial course series.

****Extended Edition - Post-Course Follow-Up:**

The Extended Edition provides a longitudinal educational experience, offering continued accountability and 12 additional CME credit hours. See page five for details.

Summary

Understanding the common legal pitfalls and risks that impact clinicians and health care organizations is essential to providing safe patient care. In this course, participants develop a deeper understanding of the potential risks clinicians face regarding ethics, communication, boundaries, documentation, and prescribing. Using the PBI Formula©, participants learn how to identify their risk factors and create a Personalized Protection Plan© of practical strategies and solutions to protect patients and their career.

The course is facilitated in an interactive group format and taught by one primary faculty member who reviews each participant's pre-course assignment submissions.

Course Objectives

Upon completion, participants should be able to:

- Identify the legal pitfalls and practice shortcomings that increase regulatory and practice management risks and list the preventative measures that can be taken against them.
- Describe techniques for appropriately handling communications, both in person and via electronic communication channels, with colleagues, staff, patients and their families, private sector organizations, and governmental entities.
- Identify common ethical and boundary dilemmas and describe strategies and resources to prevent them, including appropriate patient forms, chaperones, parameters for networking, social media, and advertising, supervisory and delegation policies, informed consent policies, and patient termination policies.
- Identify the types of unprofessional conduct that pose risks to practice, including confidentiality violations, documentation concerns, prescribing problems, disruptive behaviors, substance abuse disorder, and impairment.
- Apply the PBI Formula© and describe how to develop a Personalized Protection Plan© for immediate implementation.

Faculty

Faculty for this course are selected by PBI and approved by the University of California, Irvine School of Medicine Office of Continuing Medical Education.

Pass/Fail Criteria

This interactive course has specific objectives to accomplish within the designated time frame. Participation is required throughout. To pass and qualify for the CME credit hours, attendees must be present and participate for the full duration of the course.

Upon conclusion of the course, pass/fail determinations are made on an individual basis, at the discretion of PBI and in accordance with course accreditation standards. Determinations are based on the following:

- Demonstrated understanding of educational content
- Demonstrated ability to achieve the learning objectives
- Compliance with course requirements including submission of pre-course assignments and adherence to participation and engagement standards

Content Timeline

Overview:

The course begins at 8:00 AM and concludes at 5:00 PM. Lunch and break times may vary as needed. Please make arrangements accordingly.

- Pre-course Assignments: Two (2) hours of pre-course reading and written assignments submitted prior to the course

Day One

8:00 AM to 8:30 AM

Introduction, Goals, and Objectives

- Check-in and course overview
- Review of ACCME protocols and UCI CME accreditation
- Faculty financial disclosure and introduction
- Defining the objectives and goals for the course
- Risk management defined: management versus elimination
- The PBI Formula©

8:30 AM to 10:30 AM

Communication and Bedside Manner

- Consider the recipient or audience
 - Patients and family, colleagues and other professionals (Tech Support, Coders, Suppliers, Pharmacists, Medical Directors, Administrators, Funeral Directors, etc.)
 - Law enforcement, regulatory entities, professional assistance programs, and others
- Methods of communication
 - Video, teleconference, email, text, portals, social media and advertising
 - Staff as the messenger
- Professionalism, civility, and unprofessional speech and conduct
 - Humor, insensitivity, tone, and body language
 - Disruptive behavior
- Apologies, admissions, transparency, and informed consent
- Responsiveness and reliability

Confidentiality and HIPAA/PIPEDA

- History
- Disclosure, exceptions, enforcement, and liability
- Training and education
- Forms
- Security and staff roles

10:30 AM to 10:45 AM

Break

10:45 AM to 12:00 PM

Boundaries and Ethics

- Personal and business relationships
- Gifts and conflicts of interest
- Chaperones

Records

- Fundamentals of a good record and medical justification
- EMR/EHR and hand written records
 - Templates, dictation, and duplication
- Labs, imaging, and specialty referrals
- Abbreviation
- Prior provider and current provider records
- Scribes, chaperones, and observers

12:00 PM to 12:30 PM

Lunch

12:30 PM to 3:00 PM

Prescribing

- Patients, friends, family, and co-workers
- Samples, dispensing, refills, changes, and justification
- Prescription Monitoring Program (PMP), pharmacies, and “provider shopping”
- Pain management
- Monitoring, screening, counseling, referrals, and termination

Delegation and Supervision

- Independent judgment vs. delegated tasks or scope of practice
- Support staff and trainees
- Advanced practice providers
- Supervision based on licensure, training & experience

3:00 PM to 3:15 PM

Break

3:15 PM to 5:00 PM

Impairment and Chemical Dependency

- Mental or physical impairment
- Chemical dependency challenges and options

Personalized Protection Plans©

- Revisiting the PBI Formula©
- Providing the roadmap: Providing participants with instruction on integrating course material into the creation of a Personalized Protection Plan©

Extended Edition — Post-Course Follow-Up

Extended Edition Overview:

The Extended Edition includes a longitudinal follow-up component for increased accountability and extended learning. Upon completion of the live portion of the course, participants enrolled in the Extended Edition attend a total of 12 Maintenance and Accountability Seminars. These seminars focus on implementation into practice of the Personalized Protection Plan©, discussed in the live course. Through continuous, real-time faculty feedback and peer review, participants' potential for relapse is minimized. [PBI Maintenance and Accountability Seminars](#) consist of weekly, one-hour, faculty-led group teleconference seminars.

The Extended Edition confers a total of 22 CME Credit Hours (10 for the live course + 12 for post-course follow-up component).

Extended Course Timeline:

1. Upon completion of the live course, Extended Edition participants will submit their Personalized Protection Plan© for faculty review.
2. Extended Edition participants will then select their preferred cohort and begin participation in Maintenance and Accountability Seminars one hour weekly for a total of 12 seminars. Cohorts are scheduled on weekday evenings and are subject to availability. This portion of the course takes approximately 12-14 weeks to complete.
3. Extended Edition participants receive a completion certificate upon finishing the live course and a second completion certificate upon finishing the extended component.

Accreditation Statement

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 the University of California, Irvine School of Medicine and Professional Boundaries, Inc. The University of California, Irvine School of

Medicine is accredited by the ACCME to provide continuing medical education for physicians.

Designation Statement

The University of California, Irvine School of Medicine designates these live activities for a maximum of 22 *AMA PRA Category 1 Credits*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Disclosure Policy

It is the policy of the University of California, Irvine School of Medicine and the University of California CME Consortium to ensure balance, independence, objectivity and scientific rigor in all CME activities. Full disclosure of conflicts and conflict resolutions will be made prior to the activity in writing via handout materials, insert, or syllabus.

California Assembly Bill 1195

This activity is in compliance with California Assembly Bill 1195, which requires continuing medical education activities with patient care components to include curriculum in the subjects of cultural and linguistic competency. For specific information regarding Bill 1195 and definitions of cultural and linguistic competency, please visit the CME website at www.meded.uci.edu/cme.