

Another Tool in the Toolkit: Incorporating Educational Interventions into Performance Improvement Processes

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Learning Objectives

- To distinguish remedial education interventions from other kinds of education
- To determine why and when to recommend remedial education interventions
- To incorporate remedial education seamlessly into an existing institutional performance improvement process



Continuing Education vs. Remedial Education

Ordinary Continuing Ed

- Enhance performance in practice (improved skills, update knowledge, etc.)
- Claim credit based on hours participated
- CME certificate provided (ACCME Accredited)



Remedial Education

- Remedy for specific conduct of concern
- Typically, more involved and intense (limited class size)
- Requirements for successful completion
- Pass/Fail
- CME certificate provided (ACCME Accredited)

Remedial Education: Common Content Areas

- Professional boundaries
- Medical records
- Prescribing
- Communication (disruption, harassment)
- Ethics
- Professionalism



Remedial Education: What It Looks Like

- Facilitated live: in-person or virtual
- Small group seminar
- Confidential environment
- Skilled faculty
- 1-3 days in duration
- Pre-course assignments and readings



The Goals of Remedial Education

Primary Goal: Impactful change in conduct moving forward

- Prevention of future or more serious violations
- Protect patients and ensure safe care
- Protect staff and institution
- Reduce negative impact



The Impact of Concerning Conduct

- Potential loss of a valuable member of the medical staff
- Disruption to patient care and other clinical staff
- Increased staff time and workload
- Stress on staff and administrators
- Financial hardships for the institution and clinician
- Damage to public perception of the institution and medical profession



When to Utilize Remedial Education Interventions

Early Intervention Is Key, but Later Intervention Is Still Effective

- Serious violations are almost always preceded by lesser missteps
- May eliminate the need to report to NPDB or regulator
- Set an institutional tone that is constructive, not punitive
- Preserve the integrity of HR processes/institutional bylaws
- Hastens practice improvement and the process of repairing/restoring team function
- Prevention of reoccurring problems



Features of an Effective Remedial Education Program

Primary Goal: Impactful change in conduct moving forward

Individualized approach

- Guide participants to recognize, accept, and address the drivers of the concerning conduct
- Develop a personalized plan targeted at the concerning conduct to prevent future lapses

Accountability

- Clinician's active participation and engagement with the remedial process
- Organization communicates context for referral
- Remedial program provides feedback (accomplishments, impressions, recommendations)



Successfully Incorporating Educational Interventions into Performance Improvement Processes

- Documentation of the concerning conduct
- Goal and expected outcome of intervention(s)
- Specific requirements/expectations:
 - Remedial education
 - Concurrent interventions (Mentoring, Coaching, PHP involvement, etc.)
 - Commit to Performance Improvement Plan (PIP), if indicated
- Consequences of non-compliance with the performance improvement process



Summary

- Remedial education is intentionally designed to address the root cause of concerning conduct.
- The primary goal of remedial education is an impactful change in conduct moving forward.
- Early Intervention Is Key, but Later Intervention Is Still Effective.



Thank you

Q & A

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