



## Educational Interventions to Address and Prevent Unprofessional Conduct



*Remedial Education Program Brochure*

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

# PBI Education at a Glance

At PBI, we understand the risk to the public when unprofessional conduct goes unaddressed. 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.

23+ years of  
remedial  
experience

1,000+ referring  
regulators,  
organizations,  
and attorneys

17,000+  
clinicians  
educated

## The PBI Course Difference

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



## PBI Virtual Live Classroom®

All remedial 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. They are also available to guide participants through technological difficulties.

# Steps for 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, agreement, stipulated settlement, performance improvement plan, etc.)

## 3 Receive confirmation of course pass or failure

Clinicians that successfully complete their course will receive a course 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 course certificate.

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

# Remedial Courses



## 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



## Ethics and Professionalism

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

- (ME-15, ME-15EX)**
- (ME-22, ME-22EX)**
- Live, 1-day course
- Live, 2-day course
- 15-27 CME hours
- 22-34 CME hours



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

Addresses deficiencies, inaccuracies, and noncompliance in documentation

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



## 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



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

Addresses deficiencies, inaccuracies, and noncompliance in prescribing practices

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



## Risk Management Essentials (RM-10, RM-10EX)

Addresses common pitfalls and risks that impact clinicians and organizations

- Live, 1-day course
- 10-22 CME hours



## Extended (EX) Editions:

### PBI Maintaining Accountability with Support (MAS-12)

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







- Teleconference format
- One-hour, weekly, for a total of 12 seminars
- 12 CME hours



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

# 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	
<p><b>Civility and Communication</b></p> 	<ul style="list-style-type: none"> <li>• Disruptive behavior (e.g., anger or harassment)</li> <li>• Passive or overly aggressive behavior</li> <li>• Ineffective, unproductive, or uncollegial communication</li> </ul>	<ul style="list-style-type: none"> <li>• Inappropriate humor</li> <li>• Lack of self-awareness, self-control, or emotional-control</li> <li>• Inadequate display of empathy/sensitivity</li> </ul>
<p><b>Ethics and Professionalism</b></p> 	<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>• Practicing with an expired license</li> </ul>	<ul style="list-style-type: none"> <li>• Regulatory/licensure noncompliance</li> <li>• Fraud or intentional billing inaccuracy</li> <li>• Driving under the influence</li> </ul>
<p><b>Medical Records</b></p> 	<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> <li>• Tardiness in documentation</li> </ul>	<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> </ul>
<p><b>Professional Boundaries</b></p> 	<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>• Sexual misconduct, harassment, inappropriate touch, or sexualized humor</li> <li>• Supervisory issues</li> <li>• Addictions</li> </ul>
<p><b>Proper Prescribing</b></p> 	<ul style="list-style-type: none"> <li>• Inappropriate dosing/CDS prescribing</li> <li>• Insufficient patient agreements or drug screen policies</li> <li>• Prescribing to non-patients (also a boundaries issue)</li> </ul>	<ul style="list-style-type: none"> <li>• Poor understanding of drug interactions</li> <li>• Poor justification of prescribing in documentation (also a medical records issue)</li> </ul>
<p><b>Risk Management</b></p> 	<ul style="list-style-type: none"> <li>• Disorganized practice management (e.g., billing errors, inappropriate marketing, scheduling problems)</li> <li>• Failure to obtain adequate informed consent</li> </ul>	<ul style="list-style-type: none"> <li>• Non-compliance with licensure requirements</li> <li>• Non-adherence to basic rules or policies</li> <li>• Inappropriate social media use</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:

- Best Practice Prescribing
- Managing Clinician-Patient Conflicts
- Medical Chaperone Training Program
- Navigating Professional Boundaries in Health Care



## Remedial Course Testimonials

*"Excellent course! The instructor was not only a fantastic educator, but they also expertly involved each participant in equal ways. There was a very good balance of formal didactics as well as in-depth and less formal (but guided) discussions that involved every participant. That kept me engaged and on my toes throughout the course, and I thought that was done very well."*

- 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

*"This course was outstanding in providing me education on communication, and skills to improve my communication. I wish I had had the opportunity to take a course like this when I was a resident or medical student."*

- Civility and Communication Course Graduate



[PBIeducation.com](http://PBIeducation.com)

904-800-1237

[info@PBIeducation.com](mailto:info@PBIeducation.com)



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.

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