

COPIC is dedicated to serving as your trusted resource for professional education. The seminars listed below have been identified as 2024's most timely and relevant topics we offer. *Please note: changes to these activities may have occurred since publication. For current seminar and course information, please go to www.callcopic.com/education, or contact Carmenlita Byrd at cbyrd@copic.com.*

6 Tips for Improving Communication: Case Studies for Physicians, APPs, Risk Managers, and Office Staff

In this presentation, we explore the importance of communication through an interactive approach that uses videos and role playing. The goal is to identify and review techniques that improve communication in patient care.

- Define what the components of a successful patient interaction are.
- Recognize nonverbal cues in patient interactions.
- Develop methods for effective communication.

AI: The Double-Edged Scalpel

Clinical, social, and administrative applications empowered by artificial intelligence, particularly those using generative language models (like ChatGPT), are being increasingly marketed to and adopted in medical practices and health facilities. These augment other AI-empowered applications for clinical decision support, communications, image processing, document handling, etc. COPIC's risk managers and legal department have identified technological mechanisms, existing legal principles, and potential new hazards that can foreseeably become important in preventing adverse events and defending liability claims related to AI.

- Understand some basic principles and applications of AI and machine learning and how these differ from traditional computer programs.
- Identify error pathways and concerns about using AI for medical tasks, such as communication, documentation, and decision support.
- Evaluate trends and implications of AI for patient safety, professional liability, and regulatory policy, including currently unresolved questions about how legal theories of professional liability apply to AI-enabled applications.

All Clear: Ensuring Your Patient Is Ready for Surgery

This seminar examines the specific risk issues in evaluating your patient for surgical procedures. We explore the concept of optimal management and the considerations to get there, and why these are preferable to a binary "clear or not clear" opinion. Case studies are used to show the difference between these two approaches.

- Identify areas of risk associated with the preoperative clearance process.
- Incorporate these areas of risk into the assessment and clearance process.
- Review communication strategies with other providers and the patient to mitigate the risks.

"Clicktation": Explaining Your EHR Note to a Jury

This seminar looks at mitigating safety and liability pitfalls of electronic documentation. It includes a focused examination of electronic charting, including voice recognition, scanning, drop-down lists, checkboxes, templates, copy/paste, auto-complete, and other technologies for creating accurate (and inaccurate) medical records. Attendees should have basic experience with EHR charting, as the seminar illustrates a variety of pitfalls that hinder clinical communication as well as professional liability defense.

- Identify factors that can cause documentation errors in EHRs.
- Understand the scope of liability risks associated with defective documentation.
- Evaluate approaches available to practitioners for reducing errors and improving the effectiveness of electronic documentation.

COPIC 3Rs and Candor Update: More Cases, Successes, and Good News

COPIC's nationally recognized 3Rs Program is a practical application of the principles of transparency and accountability in situations that involve unanticipated outcomes. These same principles are also applied during the Candor process in Colorado, Iowa, and Utah, and other relevant states. This seminar examines program history, use, and practical concerns of disclosure and resolution.

- Familiarize audience with program history, operational parameters, and results.
- Formulate common sense guidelines for communicating with patients who have experienced an unanticipated outcome.
- Differentiate between the terms "error" and "unanticipated outcome."
- Recognize liability concerns involved in the disclosure process.

Creating a Safer Office Practice: Preventing Errors in the Office Setting

This seminar examines common errors in the ambulatory medical setting in tandem with practical considerations and solutions for providers and their staff to reduce those errors.

- Describe the many ways that errors originate, including research on human factors.
- Demonstrate multiple examples of how errors are generated.
- Examine the concepts of propagation, failure to recognize, and failure to rescue.
- Discuss practical solutions to reduce errors, including the value of systems and communication.

Diagnostic Errors and How to Reduce Them

Diagnostic errors are most common in the cognitive aspects of patient care. This seminar examines the different root causes of biases and describes practical suggestion to improve your diagnostic process.

- Discuss the importance of diagnostic errors.
- Demonstrate examples of diagnostic errors.
- Develop a skill set to decrease diagnostic errors.

Is It Just "Culture" or Is It "Just Culture"?

An exploration of the concept of "Just Culture," which focuses on accountability and open communication. The discussion reviews the guidelines for addressing provider behavior that is fair to the individual while maintaining accountability and improving patient care.

- Describe dynamics of accountability versus blame-free guidelines.
- Illustrate the individual versus institutional responsibilities.
- Identify and develop policies which reflect those competing needs.

Major Risks: Specialty Specific Issues

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| • Anesthesiology & Interventional Pain | • Gastroenterology | • OB/GYN | • Psychiatry |
| • Cardiology | • Hospitalists | • Ophthalmology | • Radiology |
| • Emergency Medicine | • Internal Medicine and IM Subspecialties | • Orthopedic Surgery | • Specialty and General Surgery |
| • Family Medicine | • Neurology | • Pediatrics | • Urology |
| | | • Plastic Surgery | |

As part of our efforts to address the needs of key medical specialties, COPIC created seminars that cover current issues/trends. Our physician risk managers will give an overview of common and emerging high-risk scenarios for providers and then present illustrative cases based on actual medical liability lawsuits from the COPIC files. Our goals are to keep you informed of critical risk areas, reduce your chances of being named in a lawsuit, offer insight to enhance patient safety, and create a forum for providers to discuss challenges they are facing. Articulate major patient safety and lawsuit risk areas in daily practice.

- Anticipate high-risk clinical scenarios in different care settings and actions to prevent adverse outcomes.
- Describe clinical situations where enhanced physician-patient shared decision making can improve patient safety.
- Analyze situations that may increase risk for systems failures that lead to patient risk.

Maximizing Safe and Effective Practice with Physicians, PAs, and NPs

To create a safe and effective practice, we'll review regulatory and scope of practice elements for physicians who work with and supervise PAs and NPs.

- Identify the relevant PA/NP regulations.
- Illustrate examples of high-risk clinical scenarios.
- Utilize a toolkit to work more safely and effectively with PAs and NPs.

Medication Errors in the Electronic Age

Medication errors continue in the era of EHRs, e-prescribing, and computerized physician order entry. Using a series of case-based examples, this seminar explores how these errors occur and suggests practical approaches to reduce them.

- Review strategies to avoid medication errors and mitigate their effects.
- Summarize the complex causes, attitudes, and systems that contribute to these types of errors, as well as potential suggestions and solutions to reduce them.
- List trends in claims and occurrences and describe actions to decrease medication errors.

Minors and Risk: Immunizations, Pregnancy, STI, Addiction, Mental Health, Custody Battles, and More!

Dealing with children and adolescents can be complex with an array of legal and regulatory issues that impact your role and responsibility as a medical provider. Learn the common areas of confusion when working with minors and how to avoid potential non-compliance.

- Recognize and understand the common legal issues facing health care providers involved in treating minors as they apply to consent for treatment, access to medical information, and reporting obligations.
- Identify where the law has changed so it can be applied in the provider's practice.
- Review strategies for complying with the complex laws that apply in these situations.

Opioid Crisis: Strategies for Reducing the Burden

In response to the opioid epidemic and the role of health care professionals in it, this seminar reviews the reasoning and criteria for opioid dose reduction and discontinuation, teaching techniques to encourage patient buy-in while overcoming fear and resistance.

- Discuss the history of the opioid crisis in the United States.
- Demonstrate an understanding of how to use opioids chronically.
- Discuss common signs of opioid use disorder (OUD).
- Describe what to do when you diagnose OUD.

Opioid Management: A Practical Approach to a National Crisis

This seminar examines the scope of the opioid problem and best practices for how to effectively use the guidance of the CDC, FDA, and medical boards. Based on these resources, we describe practical approaches to practice more safely with opioids.

- Demonstrate an understanding of how to access and utilize CDC recommendations for clinicians providing pain care, including those prescribing opioids.
- Discuss the history of the opioid crisis in the United States.
- Articulate measures to individualize pain management for a specific patient's pain type and anticipated duration.
- Discuss common signs of opioid use disorder (OUD).

Opioid Prescribing for Surgeons

This seminar examines the scope of the opioid problem in procedural and surgical specialties and uses the guidance of the CDC, FDA, medical boards, and other best practices to describe practical approaches to practice more safely with opioids.

- Learn about the extent of the opioid epidemic nationally and locally.
- Identify areas of risk for patients as a result of current prescribing practices.
- Review strategies to mitigate the risks in prescribing opioids.

Sepsis: Fear and Loathing in the Microbial World

An analysis of infections and their complications, including sepsis, that lead to lawsuits through the lens of COPIC's experience.

- Understand the importance of the whole health care team for best management of patients with infectious symptoms.
- Recognize the importance of vital signs in the diagnostic evaluation of patients who might be septic.
- Understand that the initial presentation of infections that can rapidly progress may be subtle and non-specific.
- Learn from cases of severe infections how early recognition and treatment might have resulted in better patient outcomes.

Tales from the Hotline: How Would You Handle These Actual Medicolegal Hotline Calls?

Sixteen years of experience from COPIC's Risk Management Hotline, staffed by physician risk managers, are distilled into memorable vignettes that illustrate challenges and engage the audience in how to properly respond to important medicolegal considerations.

- Demonstrate how to manage unusual medicolegal situations that inevitably arise in medical practice.
- Recognize when you can access assistance from COPIC's Risk Management Hotline.
- Discuss the importance of following state medical board regulations.