



# Education

## CATALOG

### Courses/Seminars

- Patient Safety
- Medical Legal Education
- Risk Management
- Human Resources

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**Copic is dedicated to serving as a trusted resource for professional education. This publication provides an overview of the numerous educational activities we offer.**

Most of Copic's seminars are approximately one hour in length and will earn you one Copic point unless otherwise noted. Changes to these activities may have occurred since publication. *For current seminar and course information, please visit [www.copic.com/education](http://www.copic.com/education).*

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## ACCME and ANCC Accreditation

Copic is accredited as a provider of Continuing Medical Education (CME) by the Accreditation Council for Continuing Medical Education (ACCME).

Copic is able to serve as a joint provider for activities with medical groups, facilities, or hospitals, meaning we can plan and implement CME activities with organizations that are not accredited by ACCME.



Copic is accredited as a provider of Continuing Nursing Education (CNE) by the American Nurses Credentialing Center Commission on Accreditation (ANCC). As a provider, Copic is authorized to present and award CNE credits for nursing staff education programs.



### Important Note

The information provided herein does not, and is not intended to constitute legal, medical, or other professional advice; instead, this information is for general informational purposes only. The specifics of each state's laws and the specifics of each circumstance may impact its accuracy and applicability; therefore, the information should not be relied upon for medical, legal, or financial decisions and you should consult an appropriate professional for specific advice that pertains to your situation.

# Copic Points Program

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All Copic seminars listed here will earn you one Copic point, unless otherwise noted. The Copic Points Program allows eligible insured providers, including physicians, advanced practice providers, and facilities to participate in education seminars and courses and earn points that apply toward an associated premium discount. For more information, contact our Patient Safety and Risk Management department.

- Occurs on a one-year calendar cycle. (Nov. 1–Oct. 31)
- Eligible participants (physicians and advanced practice providers) need to have three Copic points annually in order to qualify for the Preferred premium discount on the subsequent year's renewal.
- If participants have more than three Copic points in a given year, they can roll over excess points (up to a maximum of six points) to apply to the subsequent year.
- New insureds automatically receive the premium discount, but need to participate in the program during their first full year of being Copic-insured to maintain the discount for the subsequent year.
- The program is the same for full- or part-time insureds.

**Advanced practice providers:** Eligible participants include Anesthesiology Assistants, Certified Registered Nurse Anesthetists, Clinical Nurse Specialists, Nurse Midwives, Nurse Practitioners, and Physician Assistants; only those who are charged an associated premium for coverage with Copic are eligible to receive the premium discount.

**Facilities:** All facilities insured under Copic's facility policy form are eligible. Points are earned on a one-year cycle, and policyholders can earn up to three points each year to receive the premium discount for the upcoming renewal cycle. There is no roll over provision of excess points from one year to another. Discounts earned are applied toward the premium charged for facility coverage at a policy level only. Discounts do not apply to premium charged for individuals listed on the policy.

## Types of Education Activities/Registration

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Copic's educational activities are developed in direct response to suggestions from our insureds, experiences from occurrences and claims, and national literature and patient safety materials. All courses are suitable for physicians, APPs, nurses, and interested medical staff. We will work with you for in-person or virtual courses to tailor material to your interests.

Seminars are held throughout the year both virtually and in-person at various locations. They cover timely, relevant topics in areas such as patient/staff communications, clinical risk management, legal risk management, and physician support. When you attend the seminar, please sign in upon arrival to confirm your attendance. Following the seminar, the associated Copic points will be credited to your balance.

If you are interested in scheduling an in-person seminar at your facility or practice, please contact Copic's Patient Safety and Risk management department at 720.858.6396 or [grkm@copic.com](mailto:grkm@copic.com).

Online courses allow you to earn Copic points through opportunities such as education modules and interactive case studies that can be completed on your computer when it is convenient for you. These courses are developed by Copic and other online education partners and professional medical organizations. When you select a course, you will receive online instructions for the next steps in taking and completing the course.

Please visit [www.copic.com/education](http://www.copic.com/education) for a current listing of education activities and to access the courses.

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Copic also offers a variety of online courses, accessible at [www.copic.com/education](http://www.copic.com/education). These courses allow for flexibility in completing CME credits and earning Copic points. Examples of topics include:

- Interactive Case Studies
- Communication Techniques
- Practice Quality Modules
- Facility Risk Management 101
- Patient Safety Pearls
- Current and Emerging Risks (by specific specialty)

*Please note: you must be logged into the Copic website with your email and password to access these courses.*





# Patient Safety & Risk Management

## Popular Courses

Copic is dedicated to serving as your trusted resource for professional education. The seminars listed below have been identified as this year'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.copic.com/education](http://www.copic.com/education), or contact Carmenlita Byrd at [cbyrd@copic.com](mailto:cbyrd@copic.com).*

### 1) Copic Corner: A Customized Copic Presentation for Your Group or Facility

What trends are you seeing in your practice? What new issues have arisen that you would like to explore with the facilitator and participants in this free-form discussion? This is a customizable Copic presentation that can be designed to address the questions and concerns in a particular medical or practice setting and allows for direct access to a Copic expert. Learning objectives will be determined based on the content of the presentation.

### 2) Major Risks: Specialty Specific Issues

1 CME credit

- |  |   |                      |                                 |
|--|---|----------------------|---------------------------------|
| • 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.

### 3) Maximizing Safe and Effective Practice with Physicians, PAs, and NPs

1 CME credit

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.

### 4) Tales from the Hotline: How Would You Handle These Medicolegal Hotline Calls?

1 CME credit

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.

**5) 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."

**6) 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.

**7) Medication Errors in the Electronic Age****1 CME credit**

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.

**8) Minors and Risk: Immunizations, Pregnancy, STI, Addiction, Mental Health, Custody Battles, and More!****1 CME credit**

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 healthcare 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.

**9) Opioids I—Best Practices for Opioid and Benzodiazepine Management Using State and CDC Guidelines****1 CME credit**

In response to the opioid epidemic and the role of healthcare 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.

**10) Opioids II—Strategies for Reducing the Burden: Diagnosis, Treatment, Tapering, and Documentation for Acute and Chronic Opioids and Benzodiazepine****1 CME credit**

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).

**11) Opioid Prescribing for Surgeons****1 CME credit**

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.

**12) 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.

**13) 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.

**14) Diagnostic Errors and How to Reduce Them****1 CME credit**

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.

**15) 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.

**16) AI: The Double-Edged Scalpel****1 CME credit**

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.



**17) Sepsis: Fear and Loathing in the Microbial World****1 CME credit**

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 healthcare 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.

**18) Documentation That Matters****1 CME credit**

Clinical documentation can be important for clinical quality of care, communication among providers, communication with patients, billing purposes, and for defense of your care should adverse outcomes or allegations arise. In this activity, we focus on what are the critical elements of documentation, and what are the critical situations in which the documentation really "matters." Templates, voice transcription, scribing and remote scribing and AI are also issues for which best practices will be discussed.

- Anticipate when more thorough documentation and direct communication with other providers may reduce adverse outcomes.
- Articulate major patient safety and lawsuit risk areas that are affected by quality of documentation.
- Discuss how much documentation is enough for a given clinical encounter.
- Describe clinical situations where documentation may enhance physician-patient shared decision making to improve patient safety.

**19) Strategies for the Non-compliant Patient Difficult Conversations, Informed Refusal, and Terminating the Relationship****1 CME credit**

Clinical practice depends on good physician patient communication, trust and understanding. Unfortunately, there are times when this is challenged. This activity examines the spectrum of patients from the non or poorly compliant patient, to the difficult, untrusting or poorly behaved patient, all the way to the threatening patient or family member. Strategies that match the spectrum are framed in a practical matter, and tools such as closed loop communication, informed refusal and termination of the relationship are shared.

- Compare and contrast the strategies for noncompliant, abusive or difficult patients
- Describe the necessary elements to terminate a physician (provider)/ patient relationship
- Describe the necessary elements of a defensible informed refusal
- Identify the high-risk scenarios by specialty or service line

**20) Trends in Malpractice Claims and Patient Safety for Your Practice Setting****1 CME credit**

A look at the areas where we see the most frequent malpractice cases as well as areas we are starting to see an increase in lawsuits—and, how to protect yourself!

- Recognize areas of recurring patient safety issues and how to correct them.
- Provide an overview of quality, patient safety and clinical effectiveness.
- Explain the process to report adverse events.

**21) Recurring Issues That May Get You Sued: Keeping Your Patients Safe****1 CME credit**

A review of areas where Copic most frequently sees medical liability cases as well as a summary of ways to reduce your risk exposure and improve patient safety in these areas. Using real claims examples, this seminar reviews the elements of a medical malpractice case, the course of a claim from occurrence to closure, and what are the most common issues and clinical conditions that lead to malpractice concerns. List the 4 elements that a plaintiff attorney must prove in a medical liability case.

- Articulate areas that are higher risk for patient safety and recommend strategies to reduce this risk.
- Recognize when you are in a situation that warrants heightened vigilance.
- Explain how techniques such as communication, teamwork and electronic tools can improve patient safety
- Demonstrate when you should call to report, what to report, and what to expect following the report



# General and Special Interest Topics

## Burnout and Beyond: Finding Meaning and Wellness During Patient Care

1 CME credit

Stress, anxiety, grief, and loss are common responses during medical care. This lecture discusses the healthcare provider's emotional response to patient care and suggests concrete strategies for dealing with stress.

- Understand how stress increases the risk of burnout.
- Identify fears, loss, and grief associated with patient care. Develop strategies to address the emotional impact of working in the medical field.

## Healing the Healer: Creating a Wellness Toolkit

An exploration of the spread of burnout in medicine and the causes behind this. In addition, we look at the development of a toolkit to improve provider wellness.

- Understand the rate of stress and burnout in the medical profession.
- Interpret the factors that lead to burnout and dissatisfaction in our careers.
- Discuss opportunities for wellness in our profession.

## Informed Consent, Informed Refusal, and Shared Decision Making

1 CME credit

Informed consent is a process that benefits the provider and the patient. Learn potential issues that arise during this process and best practices that help mitigate risks.

- Articulate the elements of informed consent and what is needed.
- Identify the repercussions for not obtaining informed consent.
- Recommend ways to improve informed consent practices.

## Major Risks: Laparoscopic Cholecystectomy

1 CME credit

Our physician risk managers will give an overview of common and emerging high-risk scenarios with laparoscopic cholecystectomy and then present illustrative cases based on actual medical liability lawsuits from the Copic files. Our goals with this seminar 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.

- Describe major indications and contraindications for laparoscopic cholecystectomy.
- Discuss the critical view of safety and the key anatomic structures to identify.
- Describe the relative risks and benefits of performing an intra-operative cholangiogram.
- Discuss the recognition and rescue around common bile duct injury.

## Nonverbal Communication: Let Me See Your Body Talk

Using interactive case-based vignettes, we demonstrate the importance of nonverbal communication and how to improve your communication skills through practical techniques.

- Review the importance of nonverbal communication in medicine.
- Discuss a toolkit to improve nonverbal skills.
- Examine nonverbal communication in others.

## OB Emergencies and Best Practices

A review of low frequency but high severity situations in obstetrical care such as shoulder dystocia and post-partum hemorrhage.

- Identify patients at risk for shoulder dystocia.
- Describe the maneuvers to resolve a shoulder dystocia.
- Identify patients at varying risk of post-partum hemorrhage.
- Articulate when an intrauterine balloon is appropriate.
- Articulate the importance of standardized protocols and a debrief in these situations.

**The Empathy Effect: The Secret Sauce in Medicine****1 CME credit**

Showing empathy to your patients is a core skill that improves diagnostic ability and improves patient outcomes. This interactive talk gives valuable tips on how to hone and improve your empathy skills.

- Become aware of empathy and its effects.
- Develop an understanding of the need for empathy in the practice of medicine.
- Discuss a toolkit for connecting and showing empathy.

**The Plaintiff Would Like to Call Their First Witness: The Patient's Cell Phone****1 CME credit**

Cell phones have complicated the legal and ethical context of photos, videos, and audio recordings in healthcare settings. Legal guidelines need to address recording by, and of, patients and visitors as well as medical staff. Discussion will cover HIPAA and other privacy statutes, wiretapping, social media, commercial use, reputation management, private use versus publication, formal and implied consent, notices, enforcement, and related issues.

- Evaluate benefits and risks of photography by patients, visitors, and staff.
- Evaluate benefits and risks of other audiovisual recordings by patients and providers.
- Explore the risks of provider distraction by portable electronic devices.

**The Upset Patient: How to Manage Difficult Interactions****1 CME credit**

Physicians face numerous situations that involve patients who can be challenging. Because the physician-patient relationship is integral to medicine, navigating these situations effectively is an important skill. This seminar uses interactive case-based vignettes to teach you how to improve your techniques with difficult patients.

- Determine what constitutes a difficult patient interaction.
- Describe how to diagnose relationship issues.
- Formulate a skill set to use in a difficult encounter.



## Additional Legal Topics

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**Accessing and Amending Medical Records**

HIPAA gives patients broad rights to access and to request an amendment of their medical records. With patient portals and the movement toward open records, these issues are popping up regularly. Learn what HIPAA requires you to do and how to avoid the common missteps that can result in substantial costs and burdens on a practice.

- Evaluate the HIPAA requirements in responding to a request by a patient to access or amend his or her medical records.
- Recognize the steps to take and develop a plan of action to respond in compliance with HIPAA regulations.
- Reevaluate your compliance process in relation to responding to a request to access or amend medical records.
- Identify new rules and regulations from the federal government.

**Can You Hear Me Now? Telemedicine and Liability Issues**

Telemedicine is complex and continues to evolve in its regulations, guidelines, and best practices. This presentation focuses on helping attendees understand the legal requirements and liability issues when practicing telemedicine.

- Demonstrate how to manage unusual legal situations that inevitably arise in healthcare settings.
- Recognize when you can access assistance from Copic legal staff.
- Discuss the importance of following applicable state and federal regulations.

**Choose Your Words Carefully: Medical Records and Provider Communication****1 CME credit**

If faced with a medical liability action, peer review inquiry, or board action, will your records contain the information you want and need to protect yourself? This presentation focuses not only on how and why complete medical records are important, but reviews how providers should communicate with each other to improve patient care and the defensibility of the care with a particular emphasis on the risks and dangers of jousting.

- Recognize the important factors in documentation and communication of patient care.
- Recognize common errors through the examination of case studies.
- Discuss tools to mitigate risks that providers can employ in their practices.

**Copic Mock Trial****3 hours • 3 CME credits • 2 Copic points**

Take a look into the courtroom proceedings during a medical liability trial. Each program presents an enactment of an actual trial featuring members of Copic's Defense Counsel team, Risk Management, Legal, and Claims departments, as well as practicing physicians. Attendees will serve as jury members, putting forth a verdict after hearing testimony from the plaintiff, an expert witness, and the defendant. Programs are scheduled periodically throughout the year. Visit [copic.com/education](http://copic.com/education) to register.

- Describe the medical liability litigation process.
- Describe the roles of expert witnesses in medical liability litigation.
- Integrate the decision-making process into documentation.
- Identify physician stressors during a medical liability action.
- Contrast the legal and medical perspectives during a medical professional liability action.

**EHRs: Expected and Unexpected Dangers That Emerge in Lawsuits****1 CME credit**

Electronic health records (EHRs) can be a friend or foe. Learn how to be proactive in your EHR practices and avoid issues that commonly arise in medical liability cases.

- Compare and contrast how electronic medical records have changed liability issues.
- Recognize common areas of error.
- Review tools that healthcare providers can employ to mitigate risk in their daily practices.

**EMTALA: Common Pitfalls and Compliance Issues****1 CME credit**

Are you complying with EMTALA requirements? How do you define an "emergency medical condition?" Responsibilities under EMTALA can be complex and it is important to understand the obligations that apply. Learn what you need to know and the actions to take in order to comply with EMTALA.

- Outline a hospital's duty to patients requesting examination or treatment for a medical condition.
- Recognize the obligations of the on-call staff.
- Create policies and procedures to ensure that the hospital and medical staff meet EMTALA requirements.

**HIPAA: Into the Breach**

Be prepared and learn what to do in an emergency breach situation before it arises. This presentation examines HIPAA as it relates to data breaches and focuses on developing strategies to help prevent breaches from happening in the first place.

- Evaluate the HIPAA requirements in responding to a breach of protected health information.
- Recognize the appropriate steps to take and develop a plan of action to respond in compliance with the HIPAA privacy, security, and breach notification regulations.
- Reevaluate your compliance process in relation to a breach event.
- Identify new rules and regulations from the federal government.

**HIPAA Basics: What Every Provider Should Know (and Understand)**

Dive into the world of HIPAA rules and regulations and learn how to prevent violations and errors. This is a great program for training and annual review education.

- Define the basic outline of the administrative simplification rules.
- Recognize basic terms and concepts associated with the HIPAA privacy, security, and breach notification regulations.
- Reevaluate your compliance process in relation to interpretation of guidelines.
- Identify rules and regulations from the federal government, such as the Information Blocking Rule that took effect April 2021.

### Hot Topics: Handling Current HIPAA Issues with Confidence

Providers are often requested by law enforcement officials to disclose medical information in a variety of contexts. Providers also face difficult questions about disclosures of a minor's records, especially in the context of a divorce or custody dispute. Prepare yourself and learn the HIPAA requirements for a variety of situations you will encounter in your practice. Learn how to avoid the common traps for the unwary that can result in substantial costs and burdens on a practice. The presentation will conclude with some trending areas where HIPAA breaches are occurring so that practices can be on guard to protect against these.

- Evaluate the HIPAA requirements when responding to a request for PHI by law enforcement and parents of minor children, especially in the context of a divorce.
- Recognize the appropriate steps to take and develop a plan of action to respond in compliance with the HIPAA Privacy and Security Regulations.
- Reevaluate your compliance process in relation to responding to a request to access or amend.
- Identify new rules and regulations from the federal government.

### Monitoring and Managing Your Online Reputation and Patient Reviews

A patient has just posted a scandalous review of your practice. It's not true. It's not fair. Learn how to address these difficult issues without violating the law or making the situation worse.

- Recognize and understand the common legal issues facing healthcare providers when addressing potentially harmful posts on social media and physician review websites.
- Examine strategies to respond to harmful posts on social media and healthcare review websites.
- Learn how to proactively manage your online reputation.

### Professional Review: The Best Tool You May Not Be Using

Professional review is an important tool for you to use in your practice. Medical practices that successfully utilize professional review share common themes—they have developed a culture of understanding that professional review allows them to continually improve the quality of care as well as protect the safety of patients. Learn about the what's, why's, and how's of professional review.

- Discuss why using professional review is important in your practice.
- Explore how professional review can be used in your practice.
- Review the requirements to establish a professional review committee.

### Social Media: Online Exposure and Unforeseen Threats

Don't let social media take you down. This discussion focuses on learning how to avoid common mistakes when using social media and uses a legal perspective to provide a better understanding of current challenges.

- Compare and contrast the benefits and weaknesses of social media from a liability perspective.
- Recognize common areas of error.
- Assess appropriate levels of online exposure and social media use.

### Subpoenas: The What, Why, and How to Respond

Subpoenas can be tricky, but they don't have to be scary. Gain a better understanding of their purpose, your role in responding to them, and when it's appropriate to engage an expert.

- Understand subpoenas and their required procedures.
- Determine the types of subpoenas and your legal obligation/requirement to comply.
- Review potential issues in the areas of appearance, payment, and expectations.

### The Hidden Dangers of Minors and Legal Risk

1 CME credit

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. An experienced Copic legal expert walks through different scenarios and requirements that are important for providers. Learn the common areas of confusion when working with minors and how to avoid errors.

- Recognize and understand the common legal issues facing healthcare 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.
- Discuss strategies for complying with a complex area of law.



### **The Perils of Patients and Providers Recording Each Other**

New issues are arising in how facilities and practices develop policies to address photography, video, and audio recordings by patients, visitors, and staff. The seminar looks at this topic from a legal perspective to identify challenges for medical professionals. Learn what factors should be considered when formulating policies.

- Evaluate benefits and risks of photography by patients, visitors, and staff.
- Evaluate benefits and risks of other audiovisual recordings by patients and providers.
- Evaluate policy options for facilities and practices in addressing photography, video, and audio recording.

### **Top Legal Concerns in Healthcare: Navigating Common Scenarios**

This presentation outlines and discusses current legal healthcare issues from the perspective of Copic's legal counsel and provides guidance on addressing these issues.

- Demonstrate how to manage unusual legal situations that inevitably arise in a healthcare setting.
- Recognize when you can access assistance from Copic legal staff.
- Discuss the importance of following applicable state and federal regulations.



## **Human Resources Topics**

### **Emerging Trends in Talent Acquisition, Retention, and Engagement**

Explore the emerging trends in talent today and how to best position your organization for success. While the pandemic has not fundamentally changed what employees want—a comprehensive benefits package, career development, flexibility, and empowerment—the world of work is evolving. It is important to differentiate your organization, learn how to leverage your strengths, and engage your teams to keep the best of the best. In this seminar, you will:

- Understand the current talent acquisition issues and explore new ways to acquire talent
- Learn what employees want from their employers
- Discuss the importance of employee engagement and how to differentiate your organization
- Leave with practical ways to increase employee engagement

### **Emotional Intelligence: Your #1 Competitive Advantage Today**

In today's competitive workforce, emotional intelligence (EQ) has become the new IQ. While IQ has always been an indicator for success in business, EQ has risen to the top as one of the most important skillsets in business today. In this session, you will learn the meaning of EQ, how to increase your overall EQ, and how to leverage it to maximize your effectiveness. EQ will give both you and your practice the edge you have been looking for to reach your fullest potential and lead the competition today. This session will provide you with the knowledge to:

- Understand the importance of EQ and why it is preferred over IQ today
- Leverage EQ to increase your communication effectiveness
- Deploy tips for increasing and leveraging EQ to reach your potential

### **Harassment Prevention in the Workplace**

Harassment in the workplace continues to be one of the most concerning issues facing employers today. Prevention is key. All employers have an obligation to provide a safe workplace for their employees and it starts with you. In this seminar, you will learn:

- What constitutes harassment
- The difference between inappropriate conduct and harassment
- Appropriate action steps a manager can take when becoming aware of a potential harassment allegation

### **Hiring for Cultural Fit**

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Customizing your recruitment efforts to fit your culture is the key to finding talent that stays. In this session, we will discuss strategies to incorporate your organizational values and your cultural norms into your recruitment efforts, operationalizing them for success.

- Examine the impact of the aging workforce on the workplace
- Compare the generations at work today and amplify their strengths to build a diverse team
- Diagram actionable steps to refine your talent acquisition and retention efforts

### **Managing Difficult Employees: One Conversation at a Time**

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Dealing with difficult employees is one of the most challenging parts of any manager's job and arguably the most important. Difficult employees can be disruptive to the work environment and negatively influence the morale of the workplace. In this seminar, you will learn:

- How to prepare for and have difficult conversations
- Document, document, document
- Set expectations and provide the right support
- Take action

### **The Power of Communication**

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Effective communication in the workplace is key to the success of individuals, teams, and organizations. There is true power in what you say and in what you don't say and both are important. In this session you will learn to:

- Identify why we avoid difficult conversations
- Understand the importance of resolving conflict
- Recognize the impact of our non-verbal communication
- Share best practices for handling difficult conversations effectively

### **Top 10 Employment Laws Every Manager Should Know (ADA, ADEA, Title VII, FCRA, FLSA, FMLA, HIPAA, NLRA, OSHA, Worker's Compensation)**

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One of the biggest areas of risk in practices today is complying with top employment laws. You don't have to be an expert but knowing the fundamentals of each law and how they interact together is crucial to knowing when you need help. In this seminar, you will learn:

- The importance of each law and why they exist
- Your role as a manager and how to comply



**Protecting the humans of healthcare.**

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