The PACE Program
Educational Offerings

Small Group Remedial CME Courses - Offered Regularly:
- Anger Management for Healthcare Professionals 2
- Clinician-Patient Communication 3
- Medical Record Keeping 3
- Physician Prescribing 4
- Professional Boundaries 4

Custom Education:
- On-Site Workshops 6
- Wellness Program Consulting and Education 6
- Short Talks On Site 7
- Specialized Topics for Individual Physicians 7
The UC San Diego PACE Program offers CME that is inherent to good medical practice but is unique in content.

The PACE objective is “CME that matters.” Our offerings are focused and interactive, in line with effective adult learning principles that lead to behavior change. These courses use pre- and post-tests to measure the acquisition of knowledge. Participant feedback and course content is continuously evaluated to ensure our courses remain relevant and of the highest quality.

ANGER MANAGEMENT FOR HEALTHCARE PROFESSIONALS

Conflict, stress and disruption in the hospital and clinic setting create low morale, heightened rates of staff turnover, and patient safety concerns. This course is designed to help those physicians and healthcare providers who have contributed to a disruptive working environment by way of inappropriate expressions of anger. An Intensive Follow Up Program can be designed as a supplement to this course if needed.

Course highlights:
- Small (maximum of 12), intensive, three-day program led by an experienced clinical psychologist;
- Practice in cognitive and behavioral strategies;
- Communication techniques for conflict de-escalation;
- Mindfulness, self-care and emotional intelligence;
- Development of an action plan for improved functioning in the workplace.

Additional Options for “Disruptive Behavior” Issues:

**Individualized Programs** - If our CME courses do not seem like the best fit for a “disruptive” colleague, we will be happy to explore whether a customized interventional program is the better solution.

**Consulting** - The PACE Program can support hospitals and medical groups in the prevention, intervention and response to disruptive behavior at various levels in the workplace.

**Group Education** - The PACE Speakers Bureau can come to your medical staff and present about related topics, as referenced above. (See CUSTOM PROGRAMS on pages 6-7.)

See the Assessment Offerings brochure to learn about the PACE programs not included here.
The Clinician-Patient Communication workshop is a fast-paced, one day program for 6-30 participants, designed to improve healthcare communication skills of clinicians. This highly interactive workshop employs the Institute for Healthcare Communication material, exercises, and workbook. The materials have been successfully taught and employed throughout the country.

**Course Highlights:**
- Examine the relationship between communication skills and patient outcomes including Improved diagnostic accuracy, greater involvement of the patient in decision making, increased likelihood of adherence to therapeutic regimens, better patient satisfaction, a reduced likelihood of malpractice litigation;
- Active participation analyzing videotaped re-enactments of actual cases;
- Practice demonstrating communication skills and techniques individually and in teams;
- Team development of constructive approaches to current patients in one’s own practice;
- Immediate implementation of new techniques into participant’s practice.

**MEDICAL RECORD KEEPING**

The Medical Record Keeping Course is an intensive two-day program designed in response to numerous requests from state medical boards, risk management groups and hospitals to teach proper medical charting methodology and billing practices. Participants are asked to submit samples of blinded chart entries prior to the course, which are reviewed by our coding and billing experts and UCSD faculty physicians. Individualized feedback is provided to the participants at the end of day one.

**Topics Include:**
- The Law and the Medical Record;
- Avoidance of Deficiencies in the Medical Record that Lead to Malpractice Suits or Disciplinary Action;
- HCFA Guidelines, Coding and Documentation of Services;
- Medical Informatics and the Medical Record;
- Health Insurance Portability and Accountability Act (HIPAA);
- The Electronic Health Record;
- Chart Review: Individual Personalized Review and Critique of Medical and Billing Records.
The Physician Prescribing Course is a 2.5-day small group program designed to improve the participant’s prescribing behavior by providing education on the legal, biomedical, pharmacologic and clinical aspects of prescribing drugs, especially controlled substances. Physician-patient interaction including dealing with the manipulative patient is discussed.

**Topics in this course include:**

- State Laws and Medical Board Guidelines;
- Pharmacokinetics and Drug Metabolism;
- Pharmacology of Sedatives, Narcotics, and Amphetamines;
- Drug Interactions;
- Patient Compliance;
- Charting Drug Prescriptions;
- Managing the “Difficult” Patient;
- Medical Literature;
- Management of Chronic Pain;
- Special Issues in Headache, Back Pain and Fibromyalgia.

**PROFESSIONAL BOUNDARIES**

The Professional Boundaries Program is a dynamic, 3-day intensive program offering professionals an opportunity to obtain insight and skills in a highly sensitive, supportive and confidential environment away from the workplace. Class sizes are limited to 10 participants for maximal interactivity and to increase the likelihood of behavioral change. In broad terms, the objective is to assist professionals in addressing the issues that contribute to their misconduct in the workplace. Additional goals and objectives include:

- Developing a greater understanding of the multiple issues and factors that lead to sexual harassment and sexual misconduct in the workplace;
- Increasing knowledge and understanding of the impact of sexual harassment and sexual misconduct on victims and the work environment;
- Increasing insight into personal attitudes and paradigms about work, power, self-esteem, gender and cultural factors, and issues of sexuality;
- Values and boundary clarification;
- Improving coping skills;
- Providing tools for appropriate workplace behaviors.
**REMEDIAL CME PROGRAMS**

<table>
<thead>
<tr>
<th>Program</th>
<th>Duration</th>
<th>Cost</th>
<th>CME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anger Management for Healthcare Professionals</td>
<td>3 DAYS</td>
<td>$3,500</td>
<td>29.50</td>
</tr>
<tr>
<td>Clinician Patient Communication</td>
<td>1 DAY</td>
<td>$1,000</td>
<td>6.00</td>
</tr>
<tr>
<td>Medical Record Keeping</td>
<td>2 DAYS</td>
<td>$1,575</td>
<td>17.00</td>
</tr>
<tr>
<td>Physician Prescribing</td>
<td>3 DAYS</td>
<td>$1,995</td>
<td>24.00</td>
</tr>
<tr>
<td>Professional Boundaries</td>
<td>3 DAYS</td>
<td>$3,500</td>
<td>38.75</td>
</tr>
</tbody>
</table>

**THE PACE CME COURSE DIRECTORS**

**David E.J. Bazzo, M.D.** is Clinical Professor of Family Medicine at the UC San Diego School of Medicine and is Course Director of PACE’s Medical Record Keeping, Prescribing and Communications courses. He is also Co-Director of the Primary Care Core Clerkship at the UC San Diego School of Medicine.

**R. Christopher Searles, M.D., FAAFP** is a dually boarded family physician and psychiatrist and a clinical professor in the Depts. of Family Medicine & Public Health, and Psychiatry at UCSD. He is the Course Director of the Professional Boundaries Program at PACE and also maintains a busy practice as a physician mentor in the PACE PEP program. He has been a medical director of several UCSD primary care and mental health clinics and previously served as the director of the UCSD Combined Family Medicine and Psychiatry residency program.

**Giovanna Zerbi, Psy.D., CPRP** is the Director of Behavioral Programs at the UC San Diego Physician Assessment and Clinical Education (PACE) Program. She is also the Course Director of the UC San Diego PACE Anger Management for Health Professionals Program. She specializes in anger management, organizational psychology with a focus on healthcare leadership, mindfulness-based psychotherapies, psychopharmacology, substance abuse prevention and treatment, cognitive behavioral therapy.

For more information about our regularly scheduled CME courses, please contact Keir Kimbrough, at 619-543-2226 / kkimbrough@ucsd.edu or the front desk at 619-543-6770 / ucpace@ucsd.edu.
PACE Customized Education Programs

ON-SITE CUSTOMIZED WORKSHOPS

PACE on-site customized workshops draw on our vast experience in assessing and providing remedial education to physicians. As such, our curriculum can help front line learners with new tools to avoid making costly mistakes in their practices. Leaders can also benefit from our background to better support or intervene with their colleagues. Commonly requested workshops include:

- Well-Being Cmte. Bootcamps or MEC Retreats;
- Resilience and Wellness;
- Managing Disruptive Behavior;
- Sexual Harassment;
- Interpersonal Communication & Teamwork Skills at the Work Unit Level;
- Prescribing Practices;
- Physician Leadership;
- And many others.

Thinking About Launching a Clinician Wellness Program?
Does Your Existing Clinician Wellness Program Need a Boost?
The PACE Program May Have Just What You Need!

Although the experience of physician burnout is often felt at the individual level, the impact of physician disengagement can be catastrophic to your organization. Finding effective solutions to this challenging issue is a shared responsibility between front-line clinicians and the organizations in which they work.

The PACE Program provides expertise to help your organization build and maintain wellness initiatives for your clinicians. Services include:

- Presentations to leadership retreats highlighting organizational “best practices” and reviewing successful initiatives and programs currently in place.
- Presentations focused on tools individual clinicians can use to help address and destigmatize burnout and build resilience.
- Intensive “resilience retreat” workshops in ½ day, full day, or weekend formats to bring your team(s) together.
- Consulting services beginning with a customized needs assessment in collaboration with your organization’s leadership.
- Consulting in a “guidance/hand off” format or ongoing mentorship and training for your designated Chief Wellness Officer.

For more information about talks, workshops, or consultation services related to resilience, contact Katie Borton, Program Developer, at 619-543-5492 or kjborton@ucsd.edu.
THE PACE SPEAKERS BUREAU

We have hand-chosen a select group of engaging speakers and topics for the purpose of sharing practical insights and wisdom, ensuring the success of your meeting, and nurturing intellectual exploration. Examples of available topics include:

- Clinician Wellness and Burnout Prevention,
- The Management of Disruptive Physician Behavior,
- Professional Boundaries,
- Sexual Harassment,
- Recognizing and Managing the Impaired Colleague,
- The Effective Well-Being Committee,
- Medical Errors,
- How to Stay Out of Hot Water with the Medical Board,
- Depression Awareness and Suicide Prevention,
- Evaluation and Treatment of Grief and Bereavement,
- …and the PACE Program itself and its program offerings.

All presentations can be tailored for resident physicians, medical students, fellows, or other learners.

For more Speakers Bureau requests or information on any custom group education programs, contact Katie Borton, Program Developer, at 619-543-5492 or kjborton@ucsd.edu.

SPECIALIZED TOPICS FOR INDIVIDUALS

Occasionally, a topic either can’t be found or is not covered sufficiently in depth. PACE faculty and staff may be a resource to create a customized program that suits the needs of the physician and/or referring organization. We will make our best effort to meet your request, or recommend another provider, based on available resources.

Examples of requested special topics:

- Obtaining Informed Consent
- Billing and Coding
- Chronic Disease
- Cultural and Linguistic Competency
- Enhancing Team Communication
- Interpersonal Communication/Behavioral Skills
- Pain Management
- Patient Safety and Risk Management
- Primary Care Education for the PAs or MAAs
- Supervising Physician Assistants or other APPs
- Physician Time Management
- Utilization Management
- Wrong-Site Surgery
- Specialty Specific Clinical Topics

For more information on any individualized programs, contact the front desk at 619-543-6770 or ucpace@ucsd.edu.
The UC San Diego PACE Program is an industry leader in the fields of competence assessments, age-based screening evaluations, fitness for duty evaluations, monitoring, remedial education, disruptive behavior programs and customized solutions for healthcare professionals. Founded in 1996, the PACE Program has been devoted to a mission of improving the quality of healthcare by offering assessments and focused education to medical professionals throughout our nation. The Program has delivered assessment and educational services to over 5000 physicians and allied health professionals. PACE is housed at the Family Medicine and Public Health Department of the UC San Diego School of Medicine.

Our Team

DIRECTOR
William A. Norcross, M.D.

ASSOCIATE DIRECTOR
Peter Boal

ADMIN. DIRECTOR, ASSESSMENT PROGRAM
Kaden Segren, M.P.H.

ADMIN. DIRECTOR, PEP
Nathaniel Floyd

ADMIN. DIRECTOR, FITNESS FOR DUTY PROGRAM
Patricia Smith, M.P.H.

DIRECTOR, FITNESS FOR DUTY PROGRAM
David E.J. Bazzo, M.D.

DIRECTOR OF BEHAVIORAL PROGRAMS
Giovanna Zerbi, Psy.D.

ASSESSMENT CASE MANAGERS
Patricia Smith, M.P.H.
Faith Slocum

OFFICE COORDINATER
Danielle Muller

PROGRAM DEVELOPER, MARKETING COORDINATOR
Katie Borton

COORDINATOR, CME COURSES
Keir Kimbrough

INFORMATION TECHNOLOGY
Chris Woodard

1899 McKee Street, Ste. 100
San Diego, CA 92110
p: 619.543.6770
f: 619.543.2353
e: ucpace@ucsd.edu
w: paceprogram.ucsd.edu