

# The PACE Program

## Educational Offerings

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**PACE Program**

Physician Assessment and Clinical Education

# PACE Small Group Remedial CME

Since 1996, PACE has been providing small group remedial CME. 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.

## CLINICIAN-PATIENT COMMUNICATION (8.00 CME)

The Clinician-Patient Communication workshop is a fast-paced, 1- day program for up to 12 participants, designed to improve healthcare communication skills of clinicians. This highly interactive workshop employs the Institute for Healthcare Communication material, exercises, and workbook.

### 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, and reduced likelihood of malpractice litigation
- Active participation analyzing videotaped re-enactments of real 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 practice



## MEDICAL RECORD KEEPING (17.00 CME)

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.

Visit our website ([paceprogram.ucsd.edu](http://paceprogram.ucsd.edu)) to learn more about any of the courses in this brochure or other PACE offerings.

# MEDICAL RECORD KEEPING CONTINUED

## 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

# MANAGING HIGH IMPACT EMOTIONS

(31.25 CME)

Managing High Impact Emotions is a highly interactive 3-day course designed to help those physicians and healthcare providers who have contributed to a disruptive working environment by way of inappropriate expressions of anger or other high impact emotions.

This course explores the origin and purpose of emotions, and helps participants develop strategies that can harness the power of these feelings into constructive action to minimize risk and maximize professional well-being. All physicians have the opportunity to be effective leaders in the workplace and the course also explores leadership fundamentals such as building and maintaining healthy clinical teams, and effective, empathic, and empowering communication skills for the physician leader.

## Course Highlights:

- 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" or "Dysfunctional" Behaviors:**

If our CME courses do not seem like the best fit for a colleague struggling with dysfunctional behavior, we would be happy to explore whether a customized interventional program is the better solution (see page 6).

The PACE Program can also support hospitals and medical groups in the prevention, intervention and response to disruptive behavior at various levels in the workplace. Give us a call to learn more.

## PHYSICIAN PRESCRIBING

(27.00 CME)

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 “Difficult” Patients
- Medical Literature
- Management of Chronic Pain
- Special Issues in Headache, Back Pain and Fibromyalgia

## PROFESSIONAL BOUNDARIES

(39.50 CME)

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 12 participants to increase interactivity and 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 and its impact on victims
- 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

For more information about our regularly scheduled CME courses, please call 619-543-6770 or visit our website at [paceprogram.ucsd.edu](http://paceprogram.ucsd.edu)

REMEDIAL CME PROGRAMS	DURATION	COST*	CME
Clinician Patient Communication	1 DAY	\$1,000	8.00
Medical Record Keeping	2 DAYS	\$1,300	17.00
Managing High Impact Emotions	3 DAYS	\$2,825	31.25
Physician Prescribing	3 DAYS	\$1,995	27.00
Professional Boundaries	3 DAYS	\$2,625	39.50
<b>NEW OFFERING IN FALL 2022</b> <b>Ethics for Healthcare Professionals</b>	<b>2 DAYS</b>	<b>\$1,500</b>	<b>22.00</b>

## ETHICS FOR HEALTHCARE PROFESSIONALS (22.00 CME)

The PACE Ethics for Healthcare Professionals course is a comprehensive 2-day program designed specifically for physicians to review guidelines and ethical codes that define the safe and ethical practice of medicine. Class sizes are limited to 12 participants.

All participants will complete extensive pre-coursework to help enhance insight and lay the foundation for further discussion. The 2-day experience incorporates didactic and experiential elements and engaging, case-based curriculum. Each participant develops their own Maintenance of Accountability and Professionalism (MAP) Plan. This MAP Plan informs their participation in peer MAP groups to solidify key learnings at follow-up intervals of 6 and 12-months following completion of the program.

### Additional goals and objectives include:

- Enhancing awareness of risk factors and vulnerabilities that increase the risk of ethical violations
- Reviewing and understanding the AMA's principles of medical ethics
- Understanding the benefit of self-care and healthy boundaries to mitigate the risk of ethical crossings and violations
- Reviewing professionalism in the definition of the physician role in society
- Understanding the concept of dual loyalty
- Understanding the ethical and legal implications of financial impropriety and fraud
- Reviewing relevant elements of misrepresentation, falsification, and unlicensed practice
- Reviewing informed consent and capacity
- Reviewing confidentiality and patients' privacy
- Understanding foundational concepts around doctor-patient communication
- Understanding the basic tenets of patient rights and responsibilities
- Understanding ethical obligations in supervision
- Reviewing ethics in leadership and managing conflict
- Reviewing boundary ethics around sexual harassment and a hostile work environment

# PACE Custom Education Programs

Since its inception PACE has been providing custom education to individuals in need of remedial education as well as to groups of providers looking to enhance their knowledge and skills and/or avoid making costly mistakes. If you are looking for an educational program on a specific topic, please give us a call; PACE is here to help. We will make our best effort to meet your request, or recommend another provider, based on available resources.

## CUSTOMIZED REMEDIAL EDUCATION FOR INDIVIDUALS

Over the years PACE has created programs for dozens of providers ordered by hospitals and state medical boards to receive remedial education in subject areas that aren't part of typical CME. Our customized remedial programs can be tailored to help providers improve their technical skills, interpersonal communications and behaviors, fund of knowledge, and much more.

### Examples of commonly requested special topics:

- Interpersonal Communication & Behavioral Skills
- Supervising Physician Assistants or other APPs
- Diversity, Equity & Inclusion
- Enhancing Team Communication
- Wrong-Site Surgery

## CUSTOMIZED ON-SITE WORKSHOPS

PACE on-site customized workshops draw on our vast experience in assessing and providing remedial education to physicians. Our workshops are designed to teach frontline workers new tools that help them 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 Bootcamps or MEC Retreats
- Resilience and Wellness
- Managing Disruptive Behavior
- Sexual Harassment
- Interpersonal Communication & Teamwork Skills
- Prescribing Practices
- Physician Leadership

For more information about talks, workshops, or consultation services related to resilience, please give us a call at 619-543-6770.

# 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.

## Does Your Existing Clinician Wellness Program Need a Boost?

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 the Speaker’s Bureau or any individualized programs, please give us a call at 619-543-6770.

# PACE at a Glance

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.

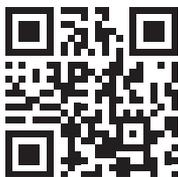
Founded in 1996, the PACE Program has been devoted to a mission of improving the quality of healthcare by offering assessments and focused education to medical professionals throughout our nation. PACE has assessed over 2000 physicians, provided educational services to over 6000 physicians and allied health professionals and provided ongoing monitoring to over 300 physicians.

We aim to provide the highest quality programs possible that can assist regulatory agencies with public protection and to serve as a resource to hospitals, health systems and to individual healthcare providers.

PACE is administratively housed within UC San Diego School of Medicine, Department of Family Medicine. We are a fully self-funded program and receive no funding from UCSD nor any outside agencies.

If you are interested in learning more about PACE and any of its offerings, please give us a call or visit our website.

Scan QR Code to learn  
more about **PACE**



## UC San Diego **PACE** Program

Mailing Address:  
200 West Arbor Drive, #8204  
San Diego, CA 92108-8204

T: 619.543.6770

F: 619.488.6078

E: [ucpace@ucsd.edu](mailto:ucpace@ucsd.edu)

[paceprogram.ucsd.edu](http://paceprogram.ucsd.edu)