

UC San Diego **PACE** Program

Physician Assessment and Clinical Education



UC San Diego
School of Medicine

PACE HIGHLIGHTS

What sets us apart

- Industry leader for over 26 years in physician assessment, remediation and enhancement
- Part of the UC San Diego School of Medicine, a top-tier academic medical center
- Highly experienced assessors and instructors from the UC San Diego School of Medicine who are nationally recognized experts in their fields
- PACE has assessed over 2,000 physicians, provided educational services to over 6,000 physicians and advanced practice providers, and monitored over 300 physicians
- PACE has offered services to physicians in all 50 states, Canada, and the unincorporated territories of the U.S. Virgin Islands, and American Samoa

CONTACT PACE TODAY

To learn more about your options as a participant or for your organization, visit us at **paceprogram.ucsd.edu** or call us today at **619.543.6770**.

PACE IN THE NEWS

PACE programs, results, and faculty have been featured in the media and academic journals including:

- The New York Times
- The Washington Post
- KPBS

- *Academic Medicine: Journal of the Association of American Medical Colleges*
- *Archives of Surgery*
- *General Hospital Psychiatry*
- *Journal of Continuing Education in the Health Professions*

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PACE SMALL GROUP CME COURSES

Since 1996, PACE has been providing small group remedial Continuing Medical Education (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.

The University of California, San Diego School of Medicine is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

All courses are currently offered in a live, interactive format online.

Dates, costs, and more information on our CME courses, can be found on our website.

CME That Matters

**Highly experienced UC San Diego
instructors**

**Rigorously and continuously evaluated to
ensure up-to-date content**

**Courses meet the requirements of most
state medical boards**

Designed to affect behavioral change

PACE CME COURSES

Clinician-Patient Communication

A fast-paced, highly interactive 1-day program, designed to improve healthcare communication skills of clinicians. The workshop employs the Institute for Healthcare Communication material, exercises and workbook. The materials have been successfully taught and employed throughout the country.

Course Highlights:

- Examining the relationship between communication skills and positive patient outcomes
- Analysis of videotaped re-enactments of actual cases
- Practice demonstrating communication skills
- Team development of constructive approaches to current patients in one's own practice
- Immediate implementation of new techniques into participant's practice

*** This course is not currently accredited for any AMA CME credits.** *The course is still available but is being updated to enhance the content and maintain the highest quality of physician education. We will confirm when AMA accreditation is established for our updated course.*

Medical Record Keeping

17.00 CME

An intensive 2-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 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; The Electronic Health Record
- Health Insurance Portability and Accountability Act (HIPAA)
- Chart Review: Individual Personalized Review and Critique of Medical and Billing Records

Excellent organized agenda and speakers, would highly recommend to colleagues."

-Course Participant

PACE CME COURSES

Managing High Impact Emotions

31.25 CME

A highly interactive 3-day course to help physicians and healthcare providers who have contributed to a disruptive work environment by inappropriate expressions of anger or other high impact emotions.

This course helps participants develop strategies to harness the power of these feelings into constructive action to minimize risk and maximize professional wellbeing.

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:

Beyond CME courses, PACE offers customized interventional programs (See PACE PLUS Program and Custom Education). The PACE Program can also support hospitals and medical groups in the prevention, intervention, and response to disruptive behavior in the workplace. Give us a call to learn more.

Physician Prescribing

27.00 CME

A 2.5-day small group program to improve prescribing behavior by providing education on the legal, biomedical, pharmacologic, and clinical aspects of prescribing drugs, especially controlled substances. Topics include:

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

PACE CME COURSES

Professional Boundaries

39.50 CME

A dynamic, 3-day intensive program for professionals to obtain insight and skills in a highly sensitive, supportive, and confidential environment. Classes are limited to 12 participants to increase interactivity and the likelihood of behavioral change. In broad terms, the program assists professionals in addressing the issues that contribute to misconduct in the workplace.

Additional goals and objectives include:

- Understanding the multiple issues and factors that lead to sexual harassment and sexual misconduct in the workplace; and the impact 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 and tools for appropriate behaviors

Ethics for Healthcare Professionals

22.00 CME

A comprehensive 2-day program specifically for physicians, with engaging, case-based curriculum. This ethics course is presented by experienced faculty and incorporates an in-depth review of guidelines and ethical codes that define the safe and ethical practice of medicine.

Classes are limited to 12 participants. Each participant develops their own Maintenance of Accountability and Professionalism (MAP) Plan with faculty and peer group support. This MAP Plan informs their participation in peer MAP groups to solidify key learnings at follow-ups at 6 and 12 months after program completion.

Course Topics Include:

- The principles of medical ethics, public service ethics, and American Medical Association ethics
- Risk factors and vulnerabilities that increase the risk of ethical violations
- Basic tenets of patient rights and responsibilities; informed consent and capacity
- Doctor-patient communication, confidentiality and patient privacy
- Ethics in leadership and conflict management
- Boundary ethics around sexual harassment and a hostile work environment
- Ethical and legal implications of financial impropriety and fraud
- Relevant elements of misrepresentation, falsification and unlicensed practice

PACE PLUS PROGRAM

Follow-up Coaching: An Enhancement to PACE Behavioral CME Courses

Why Enroll in a PLUS Program?

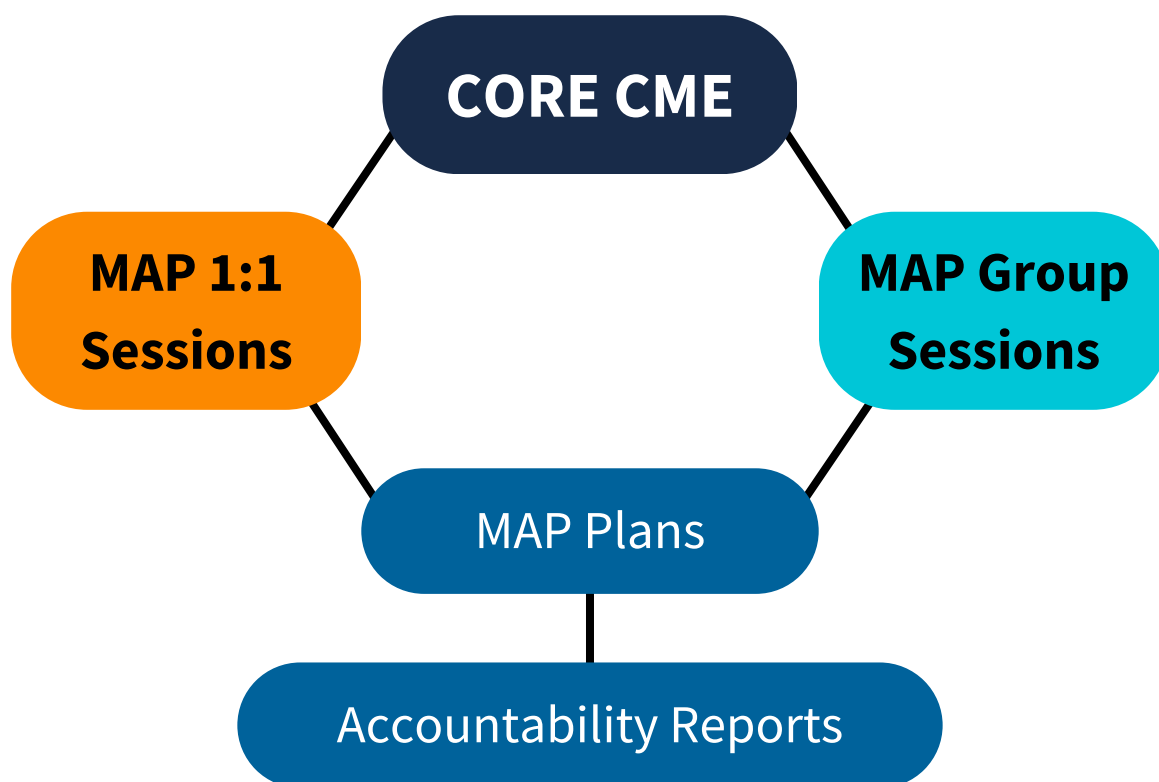
Remedial CME is a great starting point, but it's hard to make behavioral change happen in just a few days.

After the remedial education in their CME course(s), participants of our Ethics, High Impact Emotions and Professional Boundaries courses can **further enhance their learning** with professional coaching through the UC San Diego PACE PLUS Program.

After completing their core CME course(s), a PACE PLUS Program participant works with a MAP coach who supports them in implementing their **Maintenance of Accountability and Professionalism (MAP) plans** for ongoing professional development.

PACE PLUS is offered as one-on-one MAP coaching or through MAP group coaching sessions.

PACE PLUS is currently offered for all three PACE behavioral CME courses: Ethics, High Impact Emotions and Professional Boundaries. **All three courses include two complimentary follow-up MAP group sessions** after course completion. For more intensive coaching support, participants are encouraged to enroll in individual coaching or MAP groups meeting quarterly, bimonthly or monthly.





PACE CUSTOMIZED REMEDIAL EDUCATION FOR INDIVIDUALS

PACE is experienced in creating programs for providers ordered by hospitals and state medical boards to receive remedial education in subject areas that aren't part of typical CME. These customized remedial programs can help these providers improve their technical skills, interpersonal communications and behaviors, medical knowledge and much more.

Commonly requested topics include:

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

PACE CUSTOMIZED GROUP AND ON-SITE 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 and Teamwork Skills
- Prescribing Practices
- Physician Leadership

**Custom programs can also be CME accredited by request for an additional cost.*

PACE SPEAKERS BUREAU



REQUEST A SPEAKER FROM PACE

We have hand-chosen a select group of engaging speakers to share practical insights and wisdom, on a variety of topics ensuring the success of your meeting, and nurturing intellectual exploration.

Examples of available topics include:

- Clinician Wellness and Burnout Prevention
- Late Career Health Screenings
- 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 are tailored to the audience.

PACE ASSESSMENT PROGRAMS

Competency Assessment

Fitness for Duty

Late Career Health Screening

Since 1996, PACE has assessed more than 2,000 physicians. We currently offer three distinct types of assessment programs: Competency, Fitness for Duty, and Late Career Health Screening.

As the tools and methodology of assessing physicians post-licensure evolve in this growing field, PACE's approach remains the same: a holistic model of assessment to identify all potential causes of physician underperformance. Potential causes include inadequate knowledge or training, failing to stay up-to-date, burnout, as well as health related problems including cognitive decline, neurologic problems, substance use, etc.

The PACE Competency Assessment's overarching goal is to determine whether a physician is safe to independently practice. PACE can help identify deficits in a physician's practice and create a remedial plan to address them. And because even a competent physician may not be able to practice safely if they are suffering from unknown/undisclosed health problems, PACE has always included an independent health evaluation in its Competency Assessment.

Through Competency Assessments, we have identified hundreds of physicians with health problems potentially impacting their ability to safely practice. This led us to develop the Fitness for Duty Program (FFD), which seeks to determine if a physician has the physical and mental capacity to perform all their job duties and whether accommodations can be made for the duties they are unable to perform. A FFD evaluation is appropriate when concerns exist that a health problem(s) may be impairing a physician's ability to safely practice.

As the average age of practicing physicians in the U.S. rises, so do the number of hospitals implementing late career policies requiring physicians at a certain age, usually 70 or older, to undergo independent health evaluations as part of their recredentialing process. In response to this emerging issue, PACE completed a pilot study on the subject and launched its Late Career Health Screening (LCHS), a physical and mental health screening for late career physicians.

PACE ASSESSMENT PROGRAMS

Competency Assessment

A high-stakes, rigorous evaluation of a physician's ability to safely practice medicine. Each Competency Assessment is specially tailored to the physician and takes into account their:

1. Reason(s) for referral
2. Current (or intended) scope of practice
3. Education, training and work history
4. Lifestyle, health and wellbeing

Reasons for a Competency Assessment

Common reasons for referral include:

- Concerns about a physician's knowledge, skills or abilities
- A physician has been out of practice and needs to demonstrate competence in order to re-enter the workforce
- A physician is complying with a consent agreement or medical board order

Physicians are evaluated in the six general domains of clinical competence as defined by the ACGME and the ABMS: patient care, medical knowledge, practice-based learning and improvement, interpersonal and communication skills, professionalism, and systems-based practice. A physician must be competent in each of these six domains in order to safely practice medicine.

Assessment Components

All assessments include several core components and additional components are chosen based on scope of practice, reason for referral and additional background information provided:

Core Components

- Oral clinical examination
- Clinical skills simulation
- Health screening*

*PACE can provide additional health-related evaluations as part of the Competency Assessment when warranted or requested. If impairment is suspected, the physician may be required to undergo a separate fitness for duty evaluation.

PACE ASSESSMENT PROGRAMS

Competency Assessment cont.

Additional Components

- Medical record evaluation
- Chart stimulated recall
- Post Licensure Assessment System (PLAS) Exams
- High-fidelity simulation
- Other medical specialty consultations or evaluations

Assessment Results and Outcomes

Following each Competency Assessment, PACE will issue a comprehensive report summarizing the results. If deficits are identified, a remedial plan will be created. When there are concerns about safety to practice, PACE may recommend practice oversight, restrictions and/or modifications.

There are four possible outcomes or final grades for the Competency Assessment:

• **Category 1: Clear pass**

Overall excellent performance. No concerns or recommendations.

• **Category 2: Pass with minor recommendations**

Overall solid performance. Room for improvement. No patient safety concerns. Remedial plan will be outlined.

• **Category 3: Pass with major recommendations**

Overall marginal performance with significant deficiencies. Remedial plan will be outlined. Physician is likely to require oversight and/or practice restrictions.

• **Category 4: Fail**

Currently unsafe to practice. Recommended remediation, when applicable, will be outlined.

PACE stands behind the results of our evaluations up to and including defending them under oath in legal proceedings.

Assessment Format

All assessments are now conducted in a hybrid format with some elements conducted remotely (e.g. oral clinical exams) and some in-person (e.g. clinical skills simulations).

Due to the complex and high-stakes nature of the program, it can take several months to complete the Competency Assessment. The in-person elements take 1-2 days for most physicians.

PACE ASSESSMENT PROGRAMS

Fitness for Duty (FFD)

An integrative, individualized, multi-faceted assessment of a physician's fitness for occupational functioning with the goal of determining whether a physician is fit to perform their tasks without risk to patients, self or others.

Should impairment be found, the program will identify which job duties the physician would be able to safely continue performing independently – if any – and whether or not accommodations could be made to safely perform job duties.

Based on years of experience performing assessments of physician competence, we have learned that no single test or process provides consistent, reliable results. Consequently, multiple components of the customized assessment are incorporated into an overarching integrative assessment of fitness.

Fitness for Duty Components

Though each FFD assessment is different, all assessments will include:

- Review of collateral information
- Medical examination
- Cognitive testing

Based on the presenting information, additional components will be selected, and may include any of the following:

- Specialty medical examination
- Psychiatric evaluation
- Simulated procedural/skills evaluation
- Toxicology screening/addiction evaluation
- Neuropsychological evaluation
- Occupational testing
- Physical stamina evaluation



PACE ASSESSMENT PROGRAMS

Fitness for Duty (FFD) cont.

When Should A Physician Undergo a FFD Assessment?

There are many health conditions which can have a deleterious impact on clinical performance and personal health and wellbeing, including:

- Psychiatric or behavioral concerns/disorders
- Neurological or progressive neurodegenerative conditions
- Substance use disorders
- Decline in cognition or in physical or mental stamina

A FFD Assessment should also be considered when a physician is seeking to return to work following a leave of medical absence.

Fitness for Duty Results and Outcomes

Following each FFD Assessment, PACE will issue a comprehensive report summarizing the results. Possible results include:

- **Fit for duty**

No presence of illness exists that interferes with the physician's ability to safely perform job duties

- **Fit with accommodation(s)**

Presence of illness exists that interferes with the physician's ability to safely perform some, but not all job duties. PACE will provide guidance on possible methods of accommodation.

- **Unfit for duty**

Presence of illness exists that interferes with the physician's ability to safely perform most or all job duties. The physician presents a significant risk to patients, self, and others. It is unlikely that any reasonable accommodations could be made that would allow the physician to practice safely.

FFD Format

Most components of the Fitness for Duty Assessment will be conducted in-person. Some components, such as a psychiatric evaluation may be completed remotely.

The in-person elements will take place over 1-2 days for most physicians.

PACE ASSESSMENT PROGRAMS

Late Career Health Screening (LCHS)

A physical and mental health screening for late career physicians and healthcare professionals who have reached a certain age (generally 70 and older), but otherwise have no known impairment or competency problems.

The LCHS is designed to detect the presence of any physical or mental health problems affecting the provider's ability to practice. If concerns are identified, further evaluation will be recommended. The LCHS is not a diagnostic evaluation nor is it a fitness for duty evaluation. It is not intended to be used in "for cause" assessments of providers who are suspected of having impairment or cognitive decline.

LCHS Components

Each LCHS evaluation includes the following components:

- Review of self-report health questionnaires
- History and physical examination
- Cognitive screening examination
- Mental health screening
- Dexterity testing (only required for proceduralists)

LCHS Results and Outcomes

A final report is issued outlining whether further evaluation is recommended. Each report will place the provider's performance on the LCHS into one of the two following categories:

- **No further evaluation recommended**

Results indicate no presence of illness that interferes with the physician's ability to safely perform job duties. Re-evaluation may be recommended depending on the prognosis of present illness(es).

- **Further evaluation recommended**

Results indicate a possible impairment due to a physical or mental health problem. Specific recommendations will be outlined.



PACE ASSESSMENT PROGRAMS

Late Career Health Screening (LCHS) cont.

LCHS Format and Scheduling

Each LCHS will be conducted in-person at the PACE office in San Diego and will take between 2-4 hours to complete. Reports will be issued within 2-4 weeks of the in-person screening. Most physicians will complete their LCHS, from application to final report, within 4-6 weeks.

Why Consider an Age-Based Screening?

Physicians, like everyone else, are not immune to the effects of aging. This includes decreases in physical strength, stamina and motor skills, as well as in cognitive abilities such as reaction time, learning new concepts and skills, comprehension of complex information and analytic processing.

From August 2014 to July 2015, PACE conducted a study on 30 volunteer physicians aged 50 years and older. Among participants, 23% (n=7) received recommendations for further neuropsychological evaluation and 4% (n=1) were determined to possibly need further evaluation based on their cognitive screening performance. After completing the pilot study, PACE launched its Late Career Health Screening (LCHS).

According to the Federation of State Medical Board Census of Licensed Physicians, in 2020, 19.4% of physicians were 60-69 years' old and 11.8% were 70 or older.

Unlike the airline industry, which requires biannual medical examinations of commercial pilots and mandatory retirement at age 65, Medicine does not require physicians to undergo regular medical examinations nor does it mandate when they must stop practicing. Instead, we rely mainly on physician self-regulation. However, the impaired physician is often the last to know of their own impairment.

As a result, many impaired physicians may be practicing without realizing that their ability to deliver safe care has been compromised. As such, determining which individuals may pose a safety risk is the responsibility of those in the hospital or other medical settings.

Hospitals and medical groups are increasingly implementing late career policies for physicians. The PACE Program can be a resource to complete these late career health screenings and ensuring a physician is safe to practice.

PACE PRACTICE AND BILLING MONITORING

Physician Enhancement Program (PEP)

An on-site, practice and optional billing monitoring program designed to ensure safety to practice and to assist the practicing physician attain the highest standards of professional growth and clinical excellence. It provides longitudinal assessment, education, and practice-based improvement to participating physicians.

PEP Components and Highlights

Each PEP mentor will tailor the program around the needs of the physician being mentored. However, each program will follow a general format and include the following components:

- Initial and semi-annual on-site Practice Review using standardized instruments & procedures conducted by PACE faculty
- Interval Review of Professional Growth & Education to identify strengths and/or deficits contributing to overall clinical practice and medical knowledge
- Individualized Personal and Practice Development Plan (PPDP) including the development and conduct of quality improvement and practice-based research projects to enhance clinical performance and behavior
- Monthly Chart Audits using standardized instruments and procedures
- Monthly phone conversations with PACE faculty reviewing chart audits, Practice Review Results and progress on PPDP
- Summary reports provided to the referring agency on a quarterly basis

Additional Components Available:

- Assistance with EHR & other technological advancements; Billing & coding monitoring
- Professional improvement plans; scholarly discussions
- PULSE Survey 360™ workplace assessment with individual feedback reports

How PEP is Different from Other Monitoring Programs

PEP uses independent and well qualified practice monitors who provide objective oversight and assessment of the participating physicians' clinical practices and help them improve.

Where possible, we employ ABMS Board Certified faculty of the UC San Diego School of Medicine, who are experienced clinicians, assessors and educators.

PEP was created to aid state medical boards in providing high quality practice monitoring services to physicians. ***PEP is recognized by the Medical Board of California as an official alternative to having a practice monitor.*** PEP services are also available to physicians practicing in other states.

NEXT STEPS TO START YOUR UC SAN DIEGO **PACE PROGRAM**

01



Contact **PACE** with any questions or submit an inquiry form for more information

02



Complete program application and follow payment instructions for your PACE program(s)

03



Receive enrollment confirmation and complete any course pre-work

04



Reserve San Diego accommodations for in-person programs

05



Attend and complete your **PACE** program(s)

ABOUT PACE

The UC San Diego PACE Program is an industry leader in competency assessments, age-based screening evaluations, fitness for duty evaluations, practice and billing monitoring, remedial education, disruptive behavior programs and customized solutions for physicians and advanced 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. PACE has assessed over 2,000 physicians, provided educational services to over 6,000 physicians and advanced practice providers and monitored 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 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 UC San Diego nor any outside agencies.

GET IN TOUCH

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

e: ucpace@ucsd.edu

p: 619.543.6770

f: 619.488.6078

paceprogram.ucsd.edu

