

Educating Your Physicians Physician Practice Compliance Conference

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Session Objectives

- Planning for Success
- Annual Curriculum
- Training Methods
- Documentation
- Assessment



Planning for Success

- Develop Work Plan
 - Annual curriculum
 - Scheduling
- Gain Acceptance/Approval
- Identify Resources/Needs
- Physician Leader



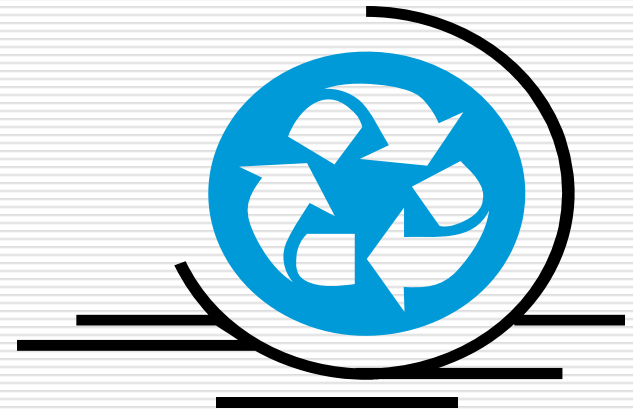
Annual Curriculum

- Curriculum Sources:
 - Needs assessment
 - Hot topics/significant events
 - OIG Workplan
 - OIG Audits
 - Intermediary Audit
 - Patient Complaints
 - Employee observations



Annual Curriculum

- Scheduling
 - At least quarterly
 - Set dates well in advance
- Presenters
 - Internal
 - External



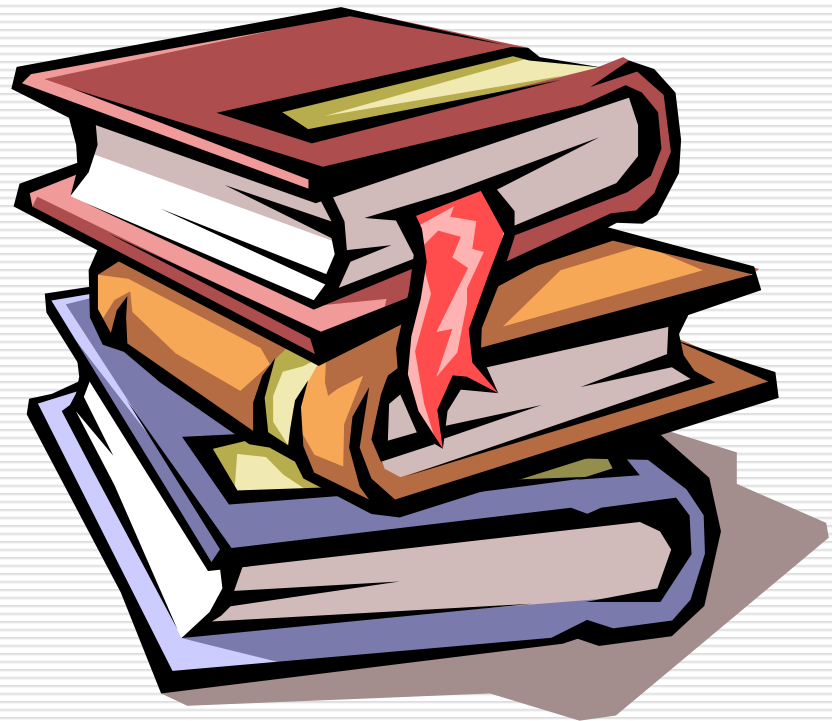
Keys to Successful Physician Training

- Identify a physician champion
 - formulate a compliance message
 - Assist in communication
 - Encourage or require attendance
 - Recognizes program importance
 - Can respond to questions and problems

- Champion characteristics
 - Respected by colleagues
 - Viewed as leader
 - Supportive of the organization's compliance mission
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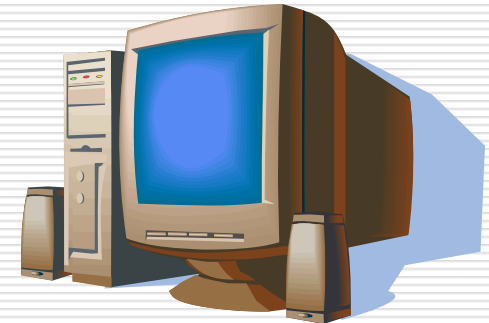
Planning Sessions

- Understand your objectives
 - Key message
 - Why is it important
 - Who is your primary audience
 - How will they benefit
 - Best structure and approach



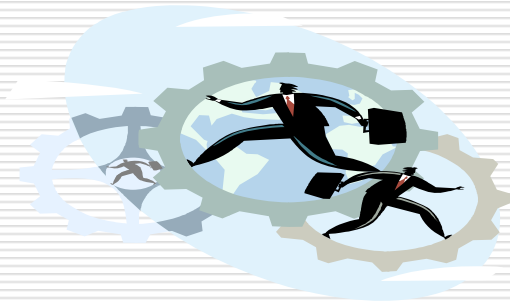
Prior to Session

- Arrive at least one hour ahead
- Ensure proper room set-up
- Ensure audio-visual equipment is working
- Test everything
- Room temperature



Delivery Methods

- Understand how physician learn
- Ensure consistency across all sessions/methods
- Keep it simple
- Consider the topic and significance when choosing method
 - Web-based
 - Live training
 - Canned programs
 - Newsletters



The Physician Learner

- Know your topic
 - Ensure message that is meaningful
 - Encourage participation
 - Case examples to illustrate key points
 - Comparisons to peers
- Integrate techniques for different learning styles
 - Auditory (case review)
 - Visual (graphs, pictures, illustrations)
 - Kinetic (hands-on, group activities)



Key Facts about Training

- Programs grow less intensive as you move away from face-to-face sessions
 - Use your time wisely
 - Pick the most significant topics for live training
 - Case studies have been shown to enhance knowledge transfer and recall
 - Be cautious about computer based training
 - Need to assure audience has IT competence
 - Keep for basic training topics
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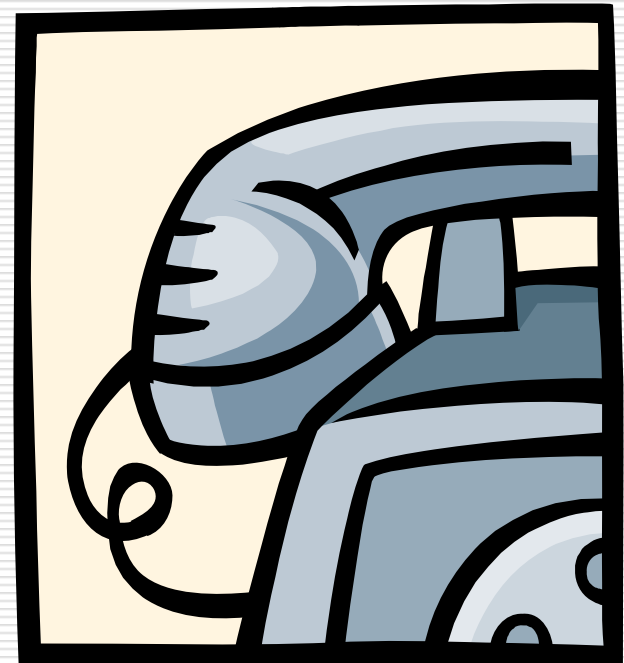
Catch 'em where you can!



- Be flexible in training plan
 - One on one meetings
 - Brown bag/lunch series
 - Regularly scheduled office meetings
 - Short sound bites of key messages
 - Lunch
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Collaborate

- A lot of great ideas from the folks who are used teaching physicians
 - University of Louisville
 - "Compliance Keys"
 - Oregon Health and Science University
 - "Compliance Quarterly"
 - Yale University/Price Waterhouse Coopers
 - On line CMS training sessions
 - UC Davis
 - Online versus Classroom
 - UCSD
 - Physician requested in-servicing
 - Lunch and Learn
 - ABC's of Billing and Compliance



Documentation

- Sign-in sheets
- Retain exact content that was presented
- Follow-up on open items



Questions
