



PLICO ONLINE CME

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(Completion of 4 modules below qualifies the provider for 2% Risk Management credit on their next renewal premium)

Disclosure, Apology and Relationships Prevent Medical Malpractice Claims - The program reviews the basics of disclosure including how to apologize to patients and families without admitting fault.

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The OSMA designates this enduring activity for a maximum of 2 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Five-Star Service Culture - The program will provide you with a fresh look at the liability landscape literally from the front line and a review of how to make five-star a reality.

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Five-Star: What, Why and How! - This program is designed to provide the physician's staff members with practical ideas for implementing five-star service. Physicians will benefit by learning to identify those processes and behaviors for staff members that are consistent with five-star customer service.

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The OSMA designates this enduring activity for a maximum of 1 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Tracking and Managing Tests, Consults and Referrals - The program provides an overview of the importance of having processes in place to manage tests, consultations and referrals and provides examples and suggestions in implementing effective systems.

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The 6 Commandments of Medicine: Ethical Survival Guide for the 21st Century - The 6 Commandments of Medicine presents a method for ensuring that ethical, science-based medicine is practiced with the patient's best interest and informed consent. This involves making tough decisions under pressure and often requires courage. This is especially important when external conflicts arise, including those from health insurers, employers and government regulations, whereby financial concerns can appear to be placed over the ultimate health of the patient.

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Diagnostic Error: Rethinking Our Relationship with Wrongness - Many physicians are surprised to learn the diagnostic error rates reported in medical literature range from 3-30%. The reality of diagnostic error is often unappreciated and unrecognized. This is extremely troubling given its high correlation with poor patient outcomes and its dubious status as the chief cause of medical liability claims. Dr. Banja examines various psychological features associated with the persistence of diagnostic error.

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Legal Update - Legal Update presents an overview of valuable information regarding current legal issues facing physicians and other healthcare providers. Experienced defense attorney, John Wiggins, Esq presents topics important to the practice of medicine and discuss strategies to manage ongoing risks faced by providers in this evolving healthcare environment.

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Your Online Reputation: The Difference Between Success and Bankruptcy - Challenges to your reputation involve more than an assault in a courtroom. With the internet, an unhappy patient needs to do little more than access a growing number of Internet doctor sites. Anyone with a mouse, a broadband connection, and a grudge can create permanent damage to a doctor's most precious asset - his or her reputation. The presentation will focus on definitive solutions for protecting one's reputation in cyberspace.

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Click [here](#) for full accreditation statement and online program information.