

Patient Satisfaction and Quality Improvement in the Physician Office Practice

Embrace the changes in health care by looking for new ways to create a culture of continuous improvement and engage your patients in redesigning and improving care. This seminar will explore utilizing a patient satisfaction tool to gather significant patient feedback and using data for improvement.

Understanding and Preventing Liability Risk in a Medical Practice

Physicians need to know how to identify areas that have a direct impact on liability exposure, and learn strategies for reducing this risk. Topics in this program include patient relations, medical record documentation, confidentiality, withdrawal from care and much more. It serves as an overview of everything physicians and administrators need to know about what can be done, in addition to providing excellent clinical care, to keep patients safe and doctors free from allegations of medical negligence.

Medical Record Documentation for Patient Safety and Physician Defensibility

The strength of the medical record documentation often is the deciding factor in whether a plaintiff pursues a claim and in how effectively defendants and their insurers can mount a solid defense against those allegations. More importantly, good documentation protects patients. This program includes everything physicians and staff need to know about what should, and should *not*, be included in the medical record, whether in electronic or paper format. Sample templates that can be used to expedite the documentation process will be provided.

EHR Documentation, Security and More

When it comes to patient safety and physician liability, electronic health records (EHRs) can be highly beneficial, but they also bring a unique set of pitfalls. Learn what to watch out for, and how to ensure that your practice's electronic records hold up as strong evidence of your good care and treatment. We will cover transition from paper to electronic records, security considerations, EHR-specific documentation issues, and the importance of a good exit plan.

HIPAA/HITECH

Wherever you are in your HIPAA compliance journey, MIEC can help. From the very basics of the Privacy and Security rules to the more recent HITECH and data breach requirements, our experts can provide you with a trustworthy compliance roadmap.

Health Care Social Media: Considerations for Policy Development

More than 700 million people use Facebook, including most – if not all—of your patients, employees and colleagues. Thoughtful planning can help transform Facebook,

Twitter, blogs, YouTube, Yelp! and other social media platforms into useful tools for patient engagement and promoting your practice. In this seminar, we will look at pitfalls to avoid when embarking on use of social media.

Surviving the Stress of Being Sued – and Minimizing the Risk That It Will Happen Again

When faced with the harsh reality of a malpractice lawsuit, many physicians experience anxiety, anger, fear and depression. This program features four components: a physician will share a personal story of coping with a lawsuit; a defense attorney will explain the anatomy of a lawsuit; a psychiatrist will offer suggestions for coping with the stress of being sued; and a loss prevention expert will offer advice about how to minimize liability exposure. This program is intended for physicians and their spouses.

Can You Hear Me Now? Strategies for Effective Communication

As there are preventions and cures for disease, there are communication remedies and techniques that support a healthy physician-patient relationship, preserve patient safety, promote a positive working environment, and ultimately protect physicians from liability. Physicians and their staffs can expand their communication skills to identify and prevent the most common communication problems and make life easier for them and their patients. Separate programs are available for physicians and staff.

Interpreters and the Medical Practice: What Every Physician Should Know About the ADA and LEP

Ensuring effective, meaningful communication between physicians and their patients can be a challenging task; however, good communication is essential to establish and maintain a meaningful physician-patient relationship. In the case of patients with Limited English proficiency or hearing impairment, physicians are ethically and legally obligated to assess the communication needs of the patient and take the necessary steps to achieve effective communication. In this seminar we will discuss what is and is not required with respect to use of interpreters and other tools.