

Course library

Course	Learning objectives	Description	Core competency
1. Accepting Gifts From Industry <i>Run time: 18 minutes</i>	<ul style="list-style-type: none"> Describe the difference between medicine and the industries that support it Explain the ethical side of accepting gifts from the pharmaceutical and medical device industries Outline regulations associated with accepting gifts from pharmaceutical and medical device industries Describe what is reported under the Sunshine Act Explain your rights and responsibilities for accepting gifts from the pharmaceutical and medical device industries 	<p>Ninety-four percent of physicians have some sort of relationship with the pharmaceutical industry, working together to innovate and improve the art and science of medicine. Learn how and why The Sunshine Act requires public disclosure of gifts or donations from the pharmaceutical and medical device industries to physicians and teaching hospitals.</p>	<ul style="list-style-type: none"> Professionalism Systems-based practice
2. Anatomy of a Lawsuit <i>Run time: 19 minutes</i>	<ul style="list-style-type: none"> Define common legal terms that deal with medical claims Report potential legal action and official summons using the proper channels Identify your responsibilities in a legal claim or lawsuit List the steps in the pretrial and trial process 	<p>Physicians are not strangers to malpractice insurance claims and lawsuits—patients and their families sometimes attempt to resolve their issues in court. This module is designed to walk residents through the litigation process and help them navigate each step.</p>	<ul style="list-style-type: none"> Professionalism Systems-based practice
3. Building the Patient-Physician Relationship <i>Run time: 14 minutes</i>	<ul style="list-style-type: none"> Describe the importance of the patient-physician relationship Define what makes an encounter challenging List key assumptions that medical professionals should make when treating patients Identify how your emotional state affects the patient-physician interaction and relationship Explain why both satisfied and dissatisfied patients can be challenging Change your approach for patients whom you typically find to be challenging Demonstrate active and generative listening skills that can help you overcome conflicts and strengthen the patient-physician relationship 	<p>All patients deserve the best care from their physicians, even when they are frustrated by their health conditions. Learn how to navigate challenging patient encounters by using active and generative listening to overcome conflicts and strengthen the patient-physician relationship.</p>	<ul style="list-style-type: none"> Patient care Professionalism Interpersonal and communication skills

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4. Choosing the Practice That's Right for You <i>Run time: 18 minutes</i>	<ul style="list-style-type: none"> Identify lifestyle and work-life balance factors to consider as you evaluate the suitability of a practice Describe the needs of a practice Recognize who to engage from other disciplines to make your practice successful Discover the necessary steps and timeframe it takes to become "practice ready" Examine the different practice options available for you to consider after residency List the key components to look for in an employment contract 	As residents approach their final years of training, many feel unprepared for what comes next. This course provides a primer on the information and considerations necessary for them to select the type of practice that would be the best fit for them and key components of employment contracts.	<ul style="list-style-type: none"> Systems-based practice
5. Coding and Documentation for Resident Physicians <i>Run time: 19 minutes</i>	<ul style="list-style-type: none"> Describe uses and best practices of medical record documentation Describe the basics of International Classification of Diseases (ICD) coding Describe the fundamentals of diagnostic (ICD) and procedural (CPT®) coding 	Accurate documentation is an integral part of health care delivery that can impact quality measures, public health programs, and physician payment. This course reviews best practices around medical record documentation, the basics of International Classification of Diseases (ICD) coding, and the fundamentals of diagnostic (ICD) and procedural (CPT®) coding.	<ul style="list-style-type: none"> Systems-based practice
6. Conflicts of Interest <i>Run time: 13 minutes</i>	<ul style="list-style-type: none"> Define "conflict of interest" Identify when a conflict of interest is problematic Demonstrate how to address problematic conflicts of interest 	Mishandling and/or misidentifying conflicts of interest can have negative professional and legal consequences. Learn about conflicts of interest and work through real-life examples that teach learners how to manage them and their associated risks as you practice medicine.	<ul style="list-style-type: none"> Interpersonal and communication skills Professionalism Systems-based practice
7. Creating an Effective and Respectful Learning Environment <i>Run time: 20 minutes</i>	<ul style="list-style-type: none"> Describe the role of the resident in creating an effective learning environment Describe the qualities of a role model of professionalism Identify the factors that affect giving and receiving feedback Outline the procedure for effective feedback Define learner mistreatment Explain how to deal with medical student mistreatment 	Residents serve as both teachers and learners in a medical education setting, meaning they share in the responsibility of creating an effective and respectful learning environment. In this module, you'll learn about the role of the resident in creating an effective learning environment, giving and receiving feedback, and combating mistreatment and abuse.	<ul style="list-style-type: none"> Interpersonal and communication skills Practice-based learning and improvement Professionalism
8. Cultural Competency <i>Run time: 15 minutes</i>	<ul style="list-style-type: none"> Define cultural competency and cultural humility Explain some of the variables that make up cultural or interpersonal differences Define the most common cultural barriers Identify the interpersonal differences that you have to overcome as a physician Identify your own attitudes and beliefs that could get in the way of providing culturally informed care Examine principles of cultural competency 	Culturally competent, quality care requires awareness of, and respect for, diversity and cultural backgrounds in patient populations. Learn how to identify your own attitudes and beliefs that could get in the way of providing culturally informed care.	<ul style="list-style-type: none"> Interpersonal and communication skills Patient care Professionalism

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9. End-of-Life Care <i>Run time: 19 minutes</i>	<ul style="list-style-type: none"> Identify the goals of advance care planning Define the different types of advance directives Explain your rights and responsibilities as a physician in terms of advance care planning Describe common patient and family concerns surrounding end-of-life issues Identify when to broach the subject of end-of-life planning Discover examples of effective communication with patients and their families concerning end-of-life acceptance and strategies 	<p>Advance directives and end-of-life issues are complicated and often confusing for patients and physicians alike. This course defines the different types of advance directives, provides an overview of your rights and responsibilities as a physician and offers communication strategies as issues continue to unfold.</p>	<ul style="list-style-type: none"> Interpersonal and communication skills Patient care Professionalism
10. Faculty: Creating an Effective and Respectful Learning Environment <i>Run time: 20 minutes</i>	<ul style="list-style-type: none"> Describe the role of the resident in creating an effective learning environment Describe the qualities of a role model of professionalism Identify the factors that affect giving and receiving feedback Outline the procedure for effective feedback Define learner mistreatment Explain how to deal with medical student mistreatment 	<p>In this module, faculty will learn how to use feedback to build a positive environment, identify factors that affect giving and receiving feedback and how to recognize and combat mistreatment and abuse.</p>	<ul style="list-style-type: none"> Interpersonal and communication skills Practice-based learning and improvement Professionalism
11. Faculty: Empowering Residents as Teachers <i>Run time: 12 minutes</i>	<ul style="list-style-type: none"> Summarize the planning, teaching and feedback phases of teaching Describe and apply the five steps in the one-minute preceptor Define “formative feedback” and identify its characteristics Illustrate the steps in the one-minute preceptor model 	<p>In this course, faculty will review the One-Minute Preceptor teaching model, what it means to give formative feedback, and how to orient a learner to you, the setting, and the patient.</p>	<ul style="list-style-type: none"> Interpersonal and communication skills Practice-based learning and improvement
12. Faculty: Physician Health: Physicians Caring for Ourselves <i>Run time: 19 minutes</i>	<ul style="list-style-type: none"> Recognize the importance of being healthy and caring for yourself Describe stresses that residents frequently encounter Identify general and severe health issues that can be caused by stress Build awareness of provider stressors, prevention techniques and universal empathy Reflect on your own stress levels and sense of well-being Discover coping tools to help with challenges 	<p>Stress has serious consequences for physicians and their patients. This course will help faculty develop awareness of common physician stressors and stress-prevention techniques for themselves and their residents.</p>	<ul style="list-style-type: none"> Professionalism Interpersonal and communication skills
13. Faculty: Thriving Through Residency: the Resilient Resident <i>Run time: 16 minutes</i>	<ul style="list-style-type: none"> Define health and wellness Identify factors contributing to physician burnout Examine new ways to improve well-being Recognize physician burnout in your peers and yourself 	<p>This course is designed to help faculty identify contributing factors of burnout in themselves and their residents, plus explore ways to improve well-being.</p>	<ul style="list-style-type: none"> Interpersonal and communication skills Patient care Professionalism
14. Faculty: Using Tools to Form an Action Plan for Wellness <i>Run time: 8 minutes</i>	<ul style="list-style-type: none"> Identify and access wellness tools Evaluate areas where you struggle or have challenges, and make an action plan Practice self-care strategies 	<p>Your wellness, or lack of wellness, can affect quality of care. Faculty who take this course will learn to evaluate their own trouble areas, make an action plan, and implement strategies for self-care, plus provide guidance to resident learners.</p>	<ul style="list-style-type: none"> Professionalism
15. Fraud and Abuse <i>Run time: 21 minutes</i>	<ul style="list-style-type: none"> Identify key laws that deal with fraud and abuse in health care Explain proactive steps you and your practice can take to identify and comply with the fraud and abuse laws Recognize where you can go for help, more information or to report violations 	<p>Filing false insurance claims to Medicare, Medicaid, and other federally funded health care programs, even by accident, can cripple or destroy a physician’s practice. This module provides a brief overview of the issue, the specific fraud and abuse laws, and resources for better understanding and staying in compliance with the laws.</p>	<ul style="list-style-type: none"> Professionalism Systems-based practice

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16. Health Care Quality: Measuring Physician Performance <i>Run time: 13 minutes</i>	<ul style="list-style-type: none"> • Explain quality as it pertains to health care • Describe health care performance measures • Indicate the performance measures that are meaningful to your practice and specialty • Identify the tools used to collect data, measure performance and report results • Summarize performance improvement models 	<p>Clinical quality and performance measures will impact your career as you progress through your professional journey in medicine. Learn about performance measures that are meaningful for your practice and specialty; the tools used to collect data, measure performance, and report results; and performance improvement models.</p>	<ul style="list-style-type: none"> • Practice-based learning and improvement • Systems-based practice
17. Introduction to Health Insurance <i>Run time: 19 minutes</i>	<ul style="list-style-type: none"> • Explain the history and function of health insurance • Define the common terms associated with health insurance • Identify the key players in the health insurance business • List the ways health care can be paid for including different types of health insurance • Differentiate between Medicare and Medicaid • Describe how the physician fits into the health insurance industry in practice 	<p>Health insurance is the most common way patients pay for medical care. It is also a very complicated industry that physicians have to navigate in order to be paid for their services. In this module, you'll learn the basics about health insurance and the various ways health care can be paid for.</p>	<ul style="list-style-type: none"> • Systems-based practice
18. Managing Unconscious Bias <i>Run time: 13 minutes</i>	<ul style="list-style-type: none"> • Explain what unconscious bias is and where it comes from • Label potential unconscious stereotypes and attitudes that can compromise treatment decisions • Identify situations when your unconscious biases are most likely to influence decisions • Recognize biases you have that may hinder your ability to provide competent, culturally sensitive care • Develop and implement strategies to minimize your unconscious biases 	<p>Unconscious bias can hinder your ability to provide competent care. Learn to recognize unconscious bias in yourself and develop and implement strategies to minimize it.</p>	<ul style="list-style-type: none"> • Systems-based practice • Professionalism • Interpersonal and communication skills
19. Patient Handoffs <i>Run time: 14 minutes</i>	<ul style="list-style-type: none"> • Define a patient handoff • List reasons errors occur during patient handoffs • Describe the components of the ISBARQ protocol for giving/receiving a proper patient handoff • Identify tips for successful patient handoffs • Perform a successful patient handoff 	<p>A handoff is an opportunity for a patient to continue to receive quality care but also a time with a high risk for errors. Learn the components of the ISBARQ protocol for giving and receiving a good patient handoff and identify tips for a successful handoff.</p>	<ul style="list-style-type: none"> • Interpersonal and communication skills • Systems-based practice
20. Patient Safety <i>Run time: 14 minutes</i>	<ul style="list-style-type: none"> • Identify the core components of patient safety • Define "safe and just culture" in a medical setting • Describe causes of adverse events • Identify some of the most common safety issues you may encounter • Explain the role residents play in the identification, reporting and mitigation of lapses in patient safety • Discover strategies to prevent adverse patient safety incidents 	<p>As a resident, you have a special role in the identification, reporting and mitigation of lapses in patient safety. Learn how to develop and implement strategies to minimize errors and improve the quality of patient care.</p>	<ul style="list-style-type: none"> • Interpersonal and communication skills • Patient care • Systems-based practice • Professionalism
21. Physician Employment Contracts <i>Run time: 19 minutes</i>	<ul style="list-style-type: none"> • List your opportunities for medical practice after residency • Define an employment contract • Explain the need to use an attorney • Identify key components that should be part of an employment contract • Describe the considerations in a noncompete clause 	<p>The first job after residency marks the beginning of a resident's career as a physician, so it's important to start off on the right foot. This module walks residents through the provisions of an employment contract to help them understand and successfully negotiate their first practice opportunity.</p>	<ul style="list-style-type: none"> • Professionalism

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22. Physician Health: Physicians Caring for Ourselves <i>Run time: 19 minutes</i>	<ul style="list-style-type: none"> Recognize the importance of being healthy and caring for yourself Describe stresses that residents frequently encounter Identify general and severe health issues that can be caused by stress Build awareness of provider stressors, prevention techniques and universal empathy Reflect on your own stress levels and sense of well-being Discover coping tools to help with challenges 	<p>Stress has serious consequences for physicians and their patients. Learn to develop awareness of common physician stressors that can lead to burnout or illness, universal empathy, stress-prevention techniques, and coping strategies.</p>	<ul style="list-style-type: none"> Interpersonal and communication skills Professionalism
23. Privacy and Confidentiality <i>Run time: 19 minutes</i>	<ul style="list-style-type: none"> Explain why privacy and confidentiality are important to the patient-physician relationship Describe the two parts of the Health Insurance Portability and Accountability Act (HIPAA) Define a privacy violation List the five components of the HIPAA Privacy Rule Explain the permissible disclosures under HIPAA Know where to find privacy and confidentiality information at your facility 	<p>Privacy and confidentiality are the foundation for a successful patient-physician relationship—patients' trust in us allows them to be comfortable sharing the information we need to care for them. This course discusses the importance of confidentiality and the regulations that safeguard it.</p>	<ul style="list-style-type: none"> Systems-based practice Professionalism
24. Promoting Medication Adherence <i>Run time: 19 minutes</i>	<ul style="list-style-type: none"> Describe the impact of medication adherence on patients and patient outcomes Identify the factors that contribute to medication nonadherence Outline strategies to improve medication adherence in your patients, including improved communication 	<p>Many patients taking medication are doing so improperly, resulting in various health issues. This module explores the problems of medication nonadherence and provides strategies to better communicate with your patients and help them manage their medications.</p>	<ul style="list-style-type: none"> Interpersonal and communication skills Patient care
25. Quality Improvement Practices <i>Run time: 22 minutes</i>	<ul style="list-style-type: none"> Define the professional and practical importance of and need for quality improvement training Identify opportunities for quality improvement Describe some of the areas where improvements can be made and the processes for doing so List the reasons or triggers that motivate a quality improvement initiative Identify the steps required to implement a quality improvement program 	<p>Always improving—that's something that should be the goal of every physician. This course helps learners identify opportunities for quality improvement and the steps required to implement a quality improvement program.</p>	<ul style="list-style-type: none"> Practice-based learning and improvement Professionalism
26. Resident Intimidation <i>Run time: 14 minutes</i>	<ul style="list-style-type: none"> Define "resident mistreatment" and "resident intimidation" List the different forms of resident mistreatment and intimidation Respond appropriately and professionally to mistreatment and intimidation Model behaviors to decrease a culture of mistreatment and intimidation 	<p>Resident intimidation can take many forms, some quite subtle, but you do not have to be a passive victim. Learn how to respond appropriately and professionally to resident intimidation and model behaviors that can reduce mistreatment and intimidation in the work culture.</p>	<ul style="list-style-type: none"> Interpersonal and communication skills
27. Residents as Teachers <i>Run time: 12 minutes</i>	<ul style="list-style-type: none"> Summarize the planning, teaching and feedback phases of teaching Describe and apply the five steps in the one-minute preceptor Define "formative feedback" and identify its characteristics Illustrate the steps in the one-minute preceptor model 	<p>Teaching is an important part of the medical resident role. Learn about the One-Minute Preceptor teaching model, what it means to give formative feedback, and how to orient a learner to you (the resident), the setting, and the patient.</p>	<ul style="list-style-type: none"> Interpersonal and communication skills Practice-based learning and improvement

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28. Safer Prescribing and Managing of Opioids <i>Run time: 23 minutes</i>	<ul style="list-style-type: none"> • Explain how opioids work • Describe the uses for opioid medication • Define addiction, dependency, and other terms for non-medical use • Identify the regulations for prescribing and using opioids with patients • Develop effective strategies for understanding and managing patients on opioid therapy • Describe comprehensive pain management options and how to safely taper patients down or off opioids 	<p>For decades, opioids have been used for pain management. While these drugs are effective, they can be addictive, creating physical dependencies when used long term. In this course, you'll learn how opioids work, the regulations for prescribing and alternate pain management options available for patients.</p>	<ul style="list-style-type: none"> • Interpersonal and communication skills • Patient care
29. Sleep Deprivation: Your Life and Your Work <i>Run time: 14 minutes</i>	<ul style="list-style-type: none"> • Define sleep deprivation • Identify the symptoms of sleep deprivation • Describe the Accreditation Council for Graduate Medical Education (ACGME) resident duty hour requirements • Recognize the effects of sleep deprivation on physician performance and patient safety • Identify the effects of sleep deprivation on physician well-being • Describe strategies to mitigate the effects of sleep deprivation • Apply what you learn to your own situation by evaluating your own level of sleep deprivation 	<p>Sleep deprivation is one of the most common and distressing challenges of resident life. Learn the effects of sleep deprivation on physician performance and patient safety and strategies to mitigate it.</p>	<ul style="list-style-type: none"> • Professionalism • Systems-based practice
30. Thriving Through Residency: The Resilient Resident <i>Run time: 16 minutes</i>	<ul style="list-style-type: none"> • Define health and wellness • Identify factors contributing to physician burnout • Examine new ways to improve resident well-being • Recognize physician burnout in your peers and yourself 	<p>Residency can be a stressful time, but you don't have to burn out. Learn to recognize resident burnout in yourself and others and explore ways to improve your well-being.</p>	<ul style="list-style-type: none"> • Interpersonal and communication skills • Patient care • Professionalism
31. Understanding Clinical Trials <i>Run time: 19 minutes</i>	<ul style="list-style-type: none"> • Define the terms associated with clinical trials • Describe the phases of drug testing • Trace the evolution of guidelines for ethical conduct of clinical research • List the organizations responsible for monitoring clinical trials • Explain what you should know before you begin a clinical trial 	<p>Though not all residents will be involved in clinical trials throughout their medical career, most will have some involvement in human subject research. This course lays out the basics, background, and ethics of clinical trials that lead to innovative treatments.</p>	<ul style="list-style-type: none"> • Practice-based learning and improvement • Professionalism
32. Using Tools to Form an Action Plan for Wellness <i>Run time: 8 minutes</i>	<ul style="list-style-type: none"> • Identify and access wellness tools • Evaluate areas where you struggle or have challenges, and make an action plan • Practice self-care strategies 	<p>Your well-being can impact the quality of care you deliver to patients. Learn to evaluate your biggest challenges, make an action plan, and implement strategies for self-care.</p>	<ul style="list-style-type: none"> • Professionalism
33. Working Effectively Within an Interprofessional Team <i>Run time: 20 minutes</i>	<ul style="list-style-type: none"> • Identify team members and roles • List strategies for optimizing clinical team functionality • Explain the relationship between teams and interprofessional practice • Optimize clinical team functionality • Apply ACGME competencies to optimize the workings of an interprofessional team 	<p>As part of providing quality patient care, you will work with a wide variety of other health care professionals on an array of teams. Learn about the various interprofessional teams, the roles team members play and optimizing the function of a team.</p>	<ul style="list-style-type: none"> • Interpersonal and communication skills • Systems-based practice