



COOPERATIVE OF  
AMERICAN PHYSICIANS

## Residents Program

---

The CAP Residents Program presents essential risk management and professional development education to residents, hospitals, and various medical institutions throughout the Western Region.

The program curriculum is built upon CAP's 40 plus years of experience in medical professional liability coverage, risk management, and practice management support to physicians, medical groups, hospitals, clinics, and other healthcare facilities. The expertise of CAP physician members was instrumental in the development of the program. CAP staff members collaborate across departments in presenting the programs.

CAP's experience is that the full range of hospital medical staff, from medical students to interns to residents to faculty, fellows and staff, find the content of the education programs to be a valuable adjunct to classroom instruction and clinical experience.

The program modules outlined below can be tailored to the host organization's specific concerns, and are presented at no charge as part of CAP's core mission to protect and support the success of healthcare providers.

### **Residents Program I, Essential Risk Management**

- Fundamentals of Risk Management
- Communication Essentials
- Documentation: The Gold Standard
- Medication Management
- Recall and Tracking
- Informed Consent — Is Anyone Listening?
- Physician's Guide to Electronic Medical Records
- Navigating a Claim or Lawsuit



## **Residents Program II, Professional Development**

- Professionalism: An Effective Risk Management Strategy
- Life After Residency: Novice to Expert
- Dealing with Difficult People
- Meeting the Challenge of the Disruptive Clinician
- Apology and Disclosure: Talking to Patients and Families When Something Goes Wrong
- Joining a Practice: Understanding Contract Elements
- From the Archives: Large Loss Cases
- Resilience: A New Take on Wellness
- Your Money, Your Life

## **Residents Program III, Specialty-Specific**

- Risk Management Strategies in Anesthesiology
- Challenges and Risks in Pain Management
- Perinatal Risk Management
- Risk Management in Psychiatric Practice: Keeping Patients Safe
- Elder Care
  - Psychosocial Challenges of Aging
  - Preventing Elder Care Liability
  - End of Life Care: Making Decisions, Minimizing Risk
- Pediatrics
- Primary Care Behavioral Health
- Radiology

## **Residents Program IV, Enterprise Risk Management**

- The Business Case for Creating the Extraordinary Patient Experience
- Transition of Care: Information, Tools and Behaviors
- Patient Safety and the Highly Reliable Organization
- The Impact of Physician Leadership on Quality and Safety
- Interprofessionalism + Transdisciplinarity = The Seamless Experience

To learn more about CAP's Residents Program, please contact **Gwen Spence**, Residents Program Director at 213-473-8782 or [gspence@CAPphysicians.com](mailto:gspence@CAPphysicians.com).