



InterAct

Distance Education Course Catalog



American College of Physician Executives

Inspiring Physician Leaders • Improving Health

Study Medical Management From the Comfort of Your Home!

InterAct

InterAct courses come in many shapes and sizes...

- USB Flash drive
- Video on CD or DVD
- Audio track with PowerPoint presentations
- Online text courses
- Streaming video

No matter what the format, InterAct courses can be taken on virtually any home or office computer.

Full InterAct courses

Full InterAct courses include online sessions with faculty. These sessions are 3 to 6 weeks in length, but you don't ever have to be online at a particular time of day. Watch the lectures on CD and participate in the discussions and case studies during the scheduled online sessions.

InterAct Express courses

InterAct Express courses do not include an online session. These are complete, self-study courses on CD or on the Web that you take at your convenience.

For more information, visit ACPE.org/Interact

Graduate Degree and Board Certification Credit

Many InterAct courses may be used as credit in ACPE's graduate degree program with Carnegie Mellon University, Tulane University, University of Southern California or University of Massachusetts Amherst. For more information about the graduate degree program visit: ACPE.org/degrees.

These same credits can be used to meet the education requirement to become a Certified Physician Executive (CPE). For more information visit: CCMM.org



The InterAct courses listed below are available as both **Full InterAct** (with online sessions) and **InterAct Express** (self-study):

- Ethical Challenges of Physician Executives
- Financial Decision Making
- Health Law
- Managing Physician Performance
- Three Faces of Quality

Ethical Challenges of Physician Executives

Ethical questions abound in today’s health care world. This course will help you address critical issues such as:

- Building ethics into your organization’s culture, especially its policies and procedures.
- Preventing and managing ethical conflicts at the bedside.
- Responsibly managing your organization’s resources.
- Responding to patients’ refusals of necessary medical interventions.

	Full InterAct Course	InterAct Express (self study)
CME	12	5
Graduate Credits	12 Elective	5 Elective
Online Session	Yes (3 weeks)*	No
Technology	Video on CD	Video on CD
Price	\$675 ACPE members \$750 non-members	\$375 ACPE members \$450 non-members

Laurence B. McCullough, PhD — *Baylor College of Medicine*

What you’ll receive when you purchase this course:

- Course CD(s)
- Booklet of slides
- Email containing online session
- Web link (if taking full course)

* See order form for dates of online sessions.

Financial Decision Making

The ability to apply financial principles and concepts to decision making is crucial for the physician executive. This course provides the knowledge and skills to turn the mysteries of finance into tools you can use to shape your organization’s strategic future. Topics include:

- Completely understanding financial and accounting statements.
- Budgeting and cost management that makes sense.
- Productivity and performance enhancement.
- Risks and returns within your organization and in capital markets.
- Practical investments for short and long term goals.

	Full InterAct Course	InterAct Express (self study)
CME	24	12
Graduate Credits	24 Core	
Online Session	Yes (6 weeks)*	No
Technology	Video on CD	Video on CD
Price	\$1350 ACPE members \$1500 non-members	\$750 ACPE members \$900 non-members

Steven Finkler, PhD, CPA — *New York University*

What you’ll receive when you purchase this course:

- Course CD(s)
- Booklet of slides
- Finance & Accounting for Nonfinancial Managers Book
- Email containing online session Web link (if taking full course)

Essentials of Health Law

Today's complex legal environment can cause many headaches for health care organizations. This course will give you an understanding of laws pertaining to health care, including the business side of medicine. You'll focus on specific areas including:

- HIPAA and patient rights.
- Stark legislation, antitrust traps, employment contracts.
- Peer review, disruptive practitioners, practitioner health.
- Current legal trends and rulings and how they apply to your organization.

	Full InterAct Course	InterAct Express (self study)
CME	14	8
Graduate Credits	14 Elective	8 Elective
Online Session	Yes (3 weeks)*	No
Technology	Video on CD	Video on CD
Price	\$675 ACPE members \$750 non-members	\$375 ACPE members \$450 non-members

Susan Lapenta, JD — *Horty Springer & Mattern*

Henry Casale, JD — *Horty Springer & Mattern*

What you'll receive when you purchase this course:

- Course CD(s)
- Booklet of slides
- Email containing online session Web link (if taking full course)

* See order form for dates of online sessions.

Managing Physician Performance

Managing a group of doctors can be a formidable challenge. This course will provoke your thinking about managing performance and vastly improve your practical knowledge through role-playing, case studies and exercises. You'll learn how to:

- Use four theories of human behavior in organizations.
- Determine six dimensions of performance for a position.
- Design and ask interview questions that create a meaningful exchange.
- Create and execute a performance management system.
- Write clear definitions for the dimensions of physician performance.

	Full InterAct Course	InterAct Express (self study)
CME	24	13
Graduate Credits	24 Core	
Online Session	Yes (6 weeks)*	No
Technology	Video on CD	Video on CD
Price	\$1350 ACPE members \$1400 non-members	\$750 ACPE members \$900 non-members

Sue Cejka — *Grant Cooper & Associates*

Timothy Keogh, PhD — *Citadel School of Business Administration*

Marty Martin, MPH, PsyD, CHES — *DePaul University*

What you'll receive when you purchase this course:

- Course CD(s)
- Booklet of slides
- Email containing online session Web link (if taking full course)

Three Faces of Quality

With the quality movement sweeping health care organizations across the country, this course provides you with a solid foundation of quality management principles and a wealth of practical applications that can be put into practice immediately. Among the topics addressed:

- Evidence-based medicine.
- Disease management.
- Consumerism.
- Medical error.
- Biopharmaceuticals.
- Influencing physician behavior.

	Full InterAct Course	InterAct Express (self study)
CME	24	13
Graduate Credits	24 Core	
Online Session	Yes (6 weeks)*	No
Technology	Flash Drive	Video on CD
Price	\$1350 ACPE members \$1500 non-members	\$750 ACPE members \$900 non-members

David B. Nash, MD, MBA, FACPE — *Thomas Jefferson University*

Edward Walker, MD, MHA — *University of Washington Medical School*

Harry L. Leider, MD, MBA, FACPE — *Ameritox*

What you'll receive when you purchase this course:

- Course CD(s) / Flash Drive
- Booklet of slides
- Email containing online session Web link (if taking full course)

* See order form for dates of online sessions.

I was extremely pleased with the quality of the material, lectures and discussions.

The format made me feel like I had a personal relationship with the instructors, even though this is distance learning.

— William Biermann, MD

Vice President
Blue Bell, PA



The remainder of the InterAct courses in this catalog are available only as **InterAct Express (self-study)**.

Physician in Management Seminar

The Physician in Management Seminar (PIM) is ACPE’s foundational course. Over the last 33 years, more than 15,000 physicians have completed the seminar to learn the business skills medical schools don’t teach.

The seminar includes 6 modules that can be completed individually or purchased as a complete series at a discount.

Marketing and Strategic Planning

Eric Berkowitz, PhD — *University of Massachusetts School of Management*

Discover key marketing concepts and strategies and their use in leading health care organizations: target markets, competitive advantage, the marketing mix, relationship marketing, branding, and more.

Powerful Negotiation Skills

Linda Babcock, PhD — *Carnegie Mellon University*

Unveil the secrets and strategies associated with negotiation processes — how and when to apply them, how to recognize and defend against them.

Increasing Your Influence

Charles E. Dwyer, PhD — *University of Pennsylvania*

Learn organizational characteristics and the roles of power, authority, and perception as they relate to the physician executive’s ability to influence the behavior of others.

Finance in Health Care Organizations

Hugh Long, MBA, PhD, JD — *Tulane University School of Public Health and Tropical Medicine*

Hear about basic economic principles and their “real-world” application in managing today’s health care organizations.

Valuable Communication Skills

Timothy J. Keogh, PhD — *Citadel School of Business Administration*

Learn how to develop and encourage effective communication skills that will bring the influence and respect you need from your colleagues — both those below and above you.

Meetings & Management Skills

Michael Guthrie, MD, MBA, FACPE — *University of Colorado*

Explore practical tools for effective managerial decision making, including group dynamics, skills needed to lead meetings, and more.

Complete Seminar InterAct Express (self study)	
CME	35
Graduate Credits	21 Core / 14 Elective
Online Session	No
Technology	Flash Drive
Price	\$1400 ACPE members \$1475 non-members (Save up to \$130 when you order the complete seminar.)

Individual Modules			
	CME	Graduate Credits	Price
Marketing	7	7 Core	\$305 ACPE Members \$320 non-members
Negotiation	7	7 Core	\$305 ACPE Members \$320 non-members
Influence	7	7 Core	\$305 ACPE Members \$320 non-members
Finance	7	7 Elective	\$305 ACPE Members \$320 non-members
Communication	3.5	3.5 Elective	\$155 ACPE Members \$160 non-members
Management	3.5	3.5 Elective	\$155 ACPE Members \$160 non-members

What you’ll receive when you purchase this course:

- Flash Drive(s)
- DiSC Personality Profile Booklet (for *Communication Skills* module only)
- Case Studies (for *Negotiation Skills* module only)

Leadership Skills for Medical Staff Officers

With The *Joint Commission* approving new leadership standards for medical staff and medical staff officers, this course will ensure that your medical staff gets the business and management training they need.

The program includes 4 modules that can be taken individually or purchased as a complete program at a discount.

Medical Staff Leadership and Credentialing & Privileging

Al Fritz, MHA

Gain the skills to be a more effective leader including the importance of masterfully approaching credentialing.

Effective Meetings & Organizational Politics

Roger Schenke

Learn the practical side of running meetings and how to use organizational politics in a positive way.

Hospital Finance for Medical Staff Officers

Mark Covaleski, PhD, CPA — *University of Wisconsin*

Expand your knowledge of financial statements, strategic plans, and the operating budget.

Quality and Patient Safety

Robert Marder, MD — *The Greeley Company*

Identify and clarify the roles of physician leaders in reducing medical errors and establishing quality of care.

Complete Program InterAct Express (self study)	
CME	18
Graduate Credits	—
Online Session	No
Technology	Video on CD
Price	\$800 ACPE members \$875 non-members (Save up to \$70 when you order the complete program.)

Individual Modules		
	CME	Price
Credentialing and Privileging	7.5	\$335 ACPE Members \$375 non-members
Meetings and Organizational Politics	3.5	\$170 ACPE Members \$190 non-members
Hospital Finance	3.5	\$170 ACPE Members \$190 non-members
Quality and Patient Safety	3.5	\$170 ACPE Members \$190 non-members

What you'll receive when you purchase this course:

- Course CD(s)
- Booklet of Slides

The availability of online professors who quickly and effectively addressed my questions and helped me to move forward in the courses was invaluable.

— Yolanda Reyes-Iglesias, MD
Chief of Neurology
Miami, FL

Successful IT Change Management

Implementing a new information technology project requires special skills and knowledge. In this course you'll work through models for implementation in the real world and learn solutions for IT success. The course covers:

- Tools for gaining commitment.
- Dealing with technical shortcomings.
- Improving project management skills, training and communication.

InterAct Express (self study)

CME	3.5
Graduate Credits	3.5 Elective
Technology	Online text
Price	\$200 ACPE members / \$275 non-members

David Masuda, MD, MS — University of Washington

What you'll receive when you purchase this course:

- Email containing Web link to online course

Using Technology for Knowledge Management

Managing the data generated through information technology will help you better understand your health care organization's performance. This course looks at how:

- Knowledge governance, cognitive fit, and knowledge engineering are key to managing information.
- Technology is being used in knowledge management: vendors vs. "home-grown" efforts.
- Knowledge management contributes to improving health care outcomes and economics.

InterAct Express (self study)

CME	3.5
Graduate Credits	3.5 Elective
Technology	Online audio / Powerpoint
Price	\$200 ACPE members / \$275 non-members

Mark Pierce, MD — Parkview Health

Mark Clare, MS, MA — Parkview Health

What you'll receive when you purchase this course:

- Email containing Web link to online course

Computerized Physician Order Entry (CPOE)

CPOE is — or will be — a key initiative at many health care organizations. This course will help you:

- Understand the benefits that a CPOE system can offer your organization.
- Gain an appreciation of the time and resources that are involved in implementing and maintaining CPOE.
- Learn the steps required to move from the conceptual stage to actual operation.

InterAct Express (self study)

CME	3.5
Graduate Credits	3.5 Elective
Technology	Online audio / Powerpoint
Price	\$200 ACPE members / \$275 non-members

Joseph Catapano, MD, MMM — Solaris Health

Marvin Eastlund, MD, FACOG — Dupont Hospital

What you'll receive when you purchase this course:

- Email containing Web link to online course

I thought the Full InterAct courses would be difficult to squeeze into my busy schedule, but in fact it was quite manageable.

— Raymond L. Singer, MD

Associate Chief of Cardiothoracic Surgery
Allentown, PA

ACPE's Keystone

The complexities of managing in today's health care environment can be overwhelming. How do you pull it all together and manage successfully in keeping with your leadership vision? This intensive course deploys a dynamic team of instructors to help you develop your own personal blueprint for leading and growing your organization, department or agency. You'll learn to:

- Increase productivity.
- Cut costs.
- Increase revenues.
- Create loyalty.

InterAct Express (self study)

CME	17
Graduate Credits	17 Elective
Technology	Flash drive / Streaming video
Price	\$850 ACPE members / \$900 non-members

Eric Berkowitz, PhD — *University of Massachusetts School of Management*
 Edward O'Connor, PhD — *Implementation Institute*
 William Geary, PhD — *William & Mary University School of Business*
 Roger Schenke

What you'll receive when you purchase this course:

- Email containing Web link to online course
- Flash drive
- Booklet of Slides

MetaLeadership: Removing Barriers & Building Bridges

A special brand of leader is required to build that cross-silo connectivity. We call those leaders "meta-leaders," leaders who integrate the work of the many different people and areas of expertise necessary to build quality patient care. This course focuses on how to connect people, resources, information and performance of different professions and specialties.

InterAct Express (self study)

CME	9
Graduate Credits	9 Elective
Technology	Flash drive / Streaming video
Price	\$450 ACPE members / \$525 non-members

Barry C. Dorn, MD, MHCM — *Harvard School of Public Health*
 Leonard J. Marcus, PhD — *Harvard School of Public Health*

What you'll receive when you purchase this course:

- Email containing Web link to online course and flash drive



Physicians & Hospitals: Proven Techniques to Optimize the Relationship

This course will develop a new and non-intuitive approach for managing the often broken relationships between health system managers and physicians. In this course you will:

- Review why traditional approaches for integrating hospitals and physicians frequently don't work.
- Examine specific strategies for developing connections among often disparate and fragmented individuals.
- Apply tools for managing the relationships between critically needed, highly diverse healthcare perspectives.

InterAct Express (self study)

CME	7
Graduate Credits	—
Technology	Flash Drive / Streaming Video
Price	\$375 ACPE members / \$425 non-members

Ed O'Connor, PhD — *Implementation Institute*

What you'll receive when you purchase this course:

- Email containing Web link to online course and flash drive

What's New in Credentialing & Privileging

This course will update you on core privileges, privileging for new procedures and privileges that cross specialty lines. You'll hear about the challenging issues of privileging the aging physician and the consideration of malpractice claims in credentialing. Review will also include:

- Telemedicine privileges.
- Privileging issues pertaining to allied health practitioners.

InterAct Express (self study)

CME	3.5
Graduate Credits	--
Technology	Streaming video
Price	\$200 ACPE members / \$275 non-members

Susan Lapenta, JD — *Horty, Springer & Mattern*

What you'll receive when you purchase this course:

- Email containing Web link to online course



Pay for Performance

This six-part program looks at the spread of Pay for Performance initiatives in both the private and public sectors. Elements common to these programs are explained, including:

- The role of patient satisfaction.
- IT investment.
- Process standards vs. outcomes measures as a means to measure quality.

InterAct Express (self study)

CME	5.5
Graduate Credits	--
Technology	Streaming video
Price	\$300 ACPE members / \$375 non-members

Sarah Fontenot, BSN, JD — *Trinity University*

What you'll receive when you purchase this course:

- Email containing Web link to online course



High Tech and High Reliability

Why are U.S. healthcare costs rising without a corresponding increase in quality? Why do so many strategies fail to manage cost and quality? Get answers to these questions and more in ACPE's newest Informatics course. This course will also address important topics such as:

- The need for standardization and the ability to make better decisions at the point-of-care.
- Why quality follows standardization and cost savings follow quality.
- How collaborative efforts result in a realistic return on investment.

InterAct Express (self study)

CME	3.5
Graduate Credits	3.5 Elective
Technology	Online audio / Powerpoint
Price	\$200 ACPE members / \$275 non-members

Jeffrey Rose, MD — *Ascension Health*

What you'll receive when you purchase this course:

- Email containing Web link to online course

Practice Management

Targeted especially for small- to medium-sized group practices, the Practice Management course will help you expand your knowledge of:

- The terms and applications associated with financial management.
- Information technology management.
- Quality measurement and improvement.
- General practice operations.

This course also includes a dynamic, online simulation called "Secrets of America's Best Medical Practice." It was created by an award-winning team of e-learning specialists.

InterAct Express (self study)

CME	14
Graduate Credits	--
Technology	Video on CD
Price	\$550 ACPE members / \$625 non-members

Barbara Grant, CPA, MST — *Gates, Moore and Company*

Linda Lightner Griffith, CPC — *Medi-Resources, Inc.*

Harry Leider, MD, MBA, FACPE — *Ameritox*

William Smits, MD — *Allergy and Asthma Center*

What you'll receive when you purchase this course:

- Course CD (s)
- Booklet of slides
- Email containing Web link to online course
- E-learning simulation access (expires after 5 weeks)

Introduction to Governance for Medical Groups

Strengthen your skills and leadership capabilities. Learn the skills you need to provide strong leadership in your group from the board or partnership perspective. Group practice physician executives will learn to make the decisions that will move your group ahead of the competition. Find out how to:

- Identify the key responsibilities of board members.
- Establish performance and behavioral standards.
- Identify threats and opportunities in the environment.

InterAct Express (self study)

CME	2
Graduate Credits	--
Technology	Streaming video
Price	\$150 ACPE members / \$225 non-members

Michael Guthrie, MD, MBA, FACPE — *University of Colorado*

What you'll receive when you purchase this course:

- Email containing Web link to online course

Business Plans

Health care organizations are leery of investing money without fully understanding the likely return on that investment. As a result, it is crucial for organizations to have a business plan to justify the investment in new projects and ventures. Among the topics you'll study in this online, self-paced course are:

- The business plan process.
- Market analysis.
- Operational strategy.
- Organizational structure.
- The financial plan.
- Analysis of business risks.

InterAct Express (self study)

CME	5.5
Graduate Credits	5.5 Elective
Technology	Streaming video
Price	\$300 ACPE members / \$375 non-members

Steven Finkler, PhD, CPA — *New York University*

What you'll receive when you purchase this course:

- Email containing Web link to online video
- Business Plans Kit for Dummies Book



Taming Disruptive Behavior

Some places have a zero tolerance for physicians with disruptive behavior. Others have files with 15 last warnings in them. How does your organization deal with this problem? In this new course you will learn:

- To have the difficult conversations and explain that disruptive behavior which has been tolerated for years is no longer acceptable.
- How physicians have been counseled and treated so they stop behaving inappropriately.
- To clearly communicate and carry out consequences.

InterAct Express (self study)

CME	5-5
Graduate Credits	--
Technology	Flash drive / Streaming video
Price	\$375 ACPE members / \$425 non-members

Gerald Hickson, MD — *Vanderbilt University Medical Center*
 Alexandria Polles, MD — *Professional Enhancement Program*
 Phillip Hemphill, LCSW — *Pine Grove*

What you'll receive when you purchase this course:

- Email containing Web link to online course
- Flash drive

Taking Charge of Change

Getting your staff to buy in to change can be a daunting task. This course brings focus to the myriad challenges of organizational change and the physician executive's role in guiding and sustaining those changes. You'll learn:

- New skills and tools to enhance personal leadership to shepherd change.
- How to determine the rate and timing of change implementation.
- Managing staff members' responses to changes.
- Finding the resources to sustain change.

This course includes an online interactive change simulation game that reinforces the teaching through real life scenarios.

InterAct Express (self study)

CME	5-5
Graduate Credits	--
Technology	Flash drive / Streaming video
Price	\$650 ACPE members / \$800 non-members

Edward O'Connor, PhD — *Implementation Institute*

What you'll receive when you purchase this course:

- Audio CD
- Booklet of slides
- Email containing Web link to online course
- E-learning simulation access (expires after 8 weeks)

Mastering the Basics of Health Care Finance

The ability to apply financial principles and concepts to decision making is key for physicians managing their own practice, department or group. This course provides the basics of:

- Budgeting.
- Managing costs.
- Reporting results.
- Accounting for health care organizations.
- Capital budgets.

InterAct Express (self study)

CME	4
Graduate Credits	–
Technology	Online video / Powerpoint
Price	\$225 ACPE members / \$300 non-members

Steven Finkler, PhD, CPA — *New York University*

What you'll receive when you purchase this course:

- Email containing Web link to online video



Accreditation

The American College of Physician Executives (ACPE) is accredited by the Accreditation Council for Continuing Medical Education to provide continuing education for physicians.

Designation

The American College of Physician Executives designates these educational activities as *AMA PRA Category 1 Credit™*. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Four Ways to Register →



By Mail:
Complete form and mail in the enclosed envelope



By Phone:
Toll free: 800-562-8088
Outside U.S.: 813-287-2000



By FAX:
Complete form and return via Fax to 813-287-8993



Via Internet:
ACPE.org/interact

Follow the Money: Financial Management Series

This course will help you develop expertise in specific financial areas and is tailored to meet the needs of physician executives, rather than accountants or other financial managers. Broken into different modules for easier consumption, it will provide a solid basis for discussing issues with financial experts.

The program includes 4 modules that can be taken individually or purchased as a complete program at a discount.

Assessing Financial Performance

The lesson discusses how data from other financial organizations can be obtained for use in performing the comparative portions of the financial analyses.

Budgeting

These lessons are designed to add to your knowledge of budget preparation. You will be introduced to fundamental questions related to the budgeting process, as well as several forecasting techniques.

Process Improvement

This module focuses on improving the way an organization functions by using techniques such as productivity assessment, benchmarking, total cost management and revenue cycle management.

Ethics and Corporate Compliance

Learn how health care organizations can help spot the warning signs of unethical behavior and minimize the likelihood that it will occur.

Complete Program InterAct Express (self study)	
CME	11
Graduate Credits	–
Online Session	No
Technology	Streaming Video
Price	\$650 ACPE members \$800 non-members (Save up to \$1125 when you order the complete series)

Individual Modules		
	CME	Price
Assessing Financial Performance	1	\$100 ACPE Members \$175 non-members
Budgeting	4.5	\$400 ACPE Members \$700 non-members
Process Improvement	3.5	\$400 ACPE Members \$700 non-members
Ethics and Corporate Compliance	2	\$200 ACPE Members \$350 non-members

Steven Finkler, PhD, CPA — *New York University*

What you'll receive when you purchase this course:

- Email containing Web link to online video

Web Lectures

ACPE offers short, 45-minute to 1-hour audio and video Web Lectures on a variety of topics of concern to physician leaders.

Order online at www.acpe.org/weblectures

Topic	CME	ACPE Members	Non-members
Budgeting — Steve Finkler, PhD, CPA ✓ Basics of budgeting in health care organizations ✓ Operating and flexible budgets, accrual accounting, capital budgeting	1	\$50	\$120
Managing People — Marty Martin, MPH, PsyD ✓ Why and how to manage people effectively ✓ How to give feedback, including performance reviews	1	\$50	\$120
Managing Physicians with Disruptive Behavior — Barbara Linney, MA ✓ Define disruptive behavior and its effect on patient care ✓ Understand the legal issues around disciplinary action	1	\$50	\$120
Organizational Politics — Roger Schenke ✓ Understand the behaviors, decision processes and influences of the formal organization and the informal or “shadow” organization	1	\$50	\$120
Running Effective Meetings — Roger Schenke ✓ Learn which meeting structures to use for specific problems and goals ✓ How to administer a meeting toward efficient and successful outcomes	1	\$50	\$120
Small Group Dynamics — Roger Schenke ✓ How people behave in groups and characteristics of group size ✓ The effects of manipulating group size and characteristics ✓ What size group to use for specific instances and desired outcomes	1	\$50	\$120
Negotiating a Contract and Closing the Deal — Sue Cejka	--	\$55	\$75
Hiring and Retaining Physicians: Part One – Part Two – Part Three — Carol Westfall	--	free	free
Careers in Pharmaceutical Medicine — Ross Tonkens	--	free	free
Preventive Ethics: How to Avoid Unethical Conflicts of Interest — Larry McCullough, PhD	--	free	free
Providing Effective Feedback — Timothy Keogh, PhD	--	free	free
Negative Feedback: Words to Say and Courage to Do It — Timothy Keogh, PhD	--	free	free



Frequently Asked Questions



What is the difference between Full InterAct and InterAct Express?

- Full InterAct:**
- Includes online sessions with course faculty.
 - Online sessions are 3 or 6 weeks in length, depending on the CME.
 - Login to the interactive course Web site anytime.
- InterAct Express:**
- Self-study courses you can complete at your convenience.
 - No scheduled online session.
 - No expiration.

Do I have to take a test to get credit for the course?

- Yes, you will complete a CME or Course Review Quiz after the course is finished.
- If you are pursuing a master's degree or board certification (CPE), you will need to take an additional online multiple choice test to qualify your credits toward the curriculum.

Questions about FULL InterAct Courses:

I haven't taken an online course before. How does it work?

- You'll receive CDs or a flash drive with audio/video lectures and a booklet of slides.
- During the scheduled online session, watch the lectures according to the syllabus outline.
- Online activities include discussion questions, case studies, and group projects.
- Login to the course web site a few times a week to read any additional instructions from the faculty and ask questions or add comments to faculty/classmate postings.

Do I have to be online at a certain time or number of times?

- No, you can login anytime day or night.
- No minimum number of times to login per week.

How long does the course last?

- Online sessions are 3 to 6 weeks in length, depending on the CME.

Is there homework?

- In some courses, yes. But typically these do not need to be turned in to faculty.

If I order today, can I get started right away — even though my class may not start for weeks?

- Since you'll receive your materials in less than a week, you can start watching the lectures in advance, if you prefer. But it is designed to be completed over the scheduled dates of the course.

What if I need to cancel the online session I am scheduled for?

- Call ACPE at 800-562-8088 to cancel your online session, register for a future session and keep the materials. If you do not want to register for another session, return the materials to ACPE and we will refund the tuition.

**If you have any other questions, please call us at 800-562-8088
or visit our web site at ACPE.org/Interact.**



American College of Physician Executives

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Tampa, FL 33602-4322

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Permit No. 3392

Tampa, FL

American College of Physician Executives

Inspiring physician leaders — Improving health

ACPE is the world's premier organization for lifelong growth and support of physician leaders.

What we believe

ACPE believes physicians are uniquely positioned to improve health care. To this end, we strive to help physicians by providing the tools necessary to become world-class medical executives. We empower physician executives to take leadership roles within their organizations, and give them the confidence and training to create and manage safe, high-quality health care products and services.

We are proud of our established history of service to our members and tradition of commitment to excellence. We understand that health care is complex and rapidly-changing and we vigilantly monitor the industry's evolution. We believe that collaboration, innovation and dedication are the keys to preparing physician executives for the challenges they will face throughout their careers.

Our members and faculty are our greatest strengths. We foster an atmosphere that values curiosity, optimism and diversity. Finally, we work hard to promote a collegial atmosphere by encouraging networking and mentoring opportunities.

*To register for any of the InterAct courses,
call ACPE at 800-562-8088
or visit our Web site at ACPE.org/Interact*