

**Combined Coordinating Council, Inc. On-Line Proactive Risk Management Education
Course (III) FAQ for 2006/07 for VAP Physicians**

Question	Answer
1. How can I access the on-line Risk Management Education course? Where can I find the course on the Internet?	Go to the web site: http://www.thecccinc.org/ and scroll down to the “Risk Management” section. Then left click on Voluntary Attending Physicians. This is the entry page for the Combined Coordinating Council Risk Management Education course. Enter the web address, exactly as it appears, into the Address or Location line of your web browser. Then hit Enter or left click on the Go or Search icon button of your browser. Then click on the link CCC Risk Management Course III (for VAP Physicians)
2. Do I take the Basic I Course or the Follow-up Course III?	Ask your risk manager, or refer to the documentation you have received. Essentially, if you have never taken a 5-hour proactive risk management course or if you are a new graduate, you probably need to complete the Basic Course I. If you have taken a basic course, either with CCC or another carrier, then you probably need to complete the Follow-up Course III.
3. Can I receive CME credits for completing the course? If so, how many CME credits are available? How do I qualify for CME credits? How will I receive my CME credits/certificate?	Three (3) CME credits are available if you: <ul style="list-style-type: none"> • Are a CCC VAP physician • Read and complete all sections, including successful completion of required case study quizzes with a minimum score of 70%. • Complete the self-assessment in section 10 • Complete the risk management project in section 11 with a minimum passing score of 70%. • Complete the course evaluation (section 12) • Complete the affirmation (section 13) CME credits will be sent by regular mail to the address <u>you used to register</u> for the course. Allow six to eight weeks. Note that CME credits <u>are not</u> available for residents.
4. Is this Proactive Risk Management Course in compliance with the New York State Insurance Department Regulation 124 regarding excess insurance?	* If you currently own or plan to own your own individual insurance policy, <u>your completing this course will NOT satisfy any attendant NY State Department of Insurance requirements such as Regulation 124</u> . If you own your own policy or if you plan to obtain your own individual policy within the next six (6) months, please contact the Risk Management Office BEFORE you begin this course. * If you have already completed a Proactive Risk Management Course in order to maintain your own private insurance policy or in association with other affiliations, please bring your certificate your Risk Management Office, rather than start this course.
5. I’m trying to access the course from a computer <u>within my institution</u> . I’m having trouble getting access to the Internet from <u>within my institution or from my hospital office</u> . I don’t have access to a computer. I don’t know what the validation key is.	Contact your hospital help desk or risk management department. Problems with Internet connections or gaining access to a computer from within your hospital can only be resolved within the framework of your internal support services. The CCC help desk cannot help you with these types of questions. Corporate networks are sometimes set up as more restrictive using firewalls and other preventative measures. Contact your company computer support department. You may not be allowed to access the course from a secure work location. The Validation Key, which is case sensitive, can be obtained from the mailing that notified you of the course requirement. Also, your hospital risk management department can give you the Validation Key.
6. What is my user name? What is my password?	Your user name is your physician ID number (NYS license number) exactly as entered when you activated and then registered for the course. Your password is your last name in all lower case without any suffix extensions, such as Jr., III, etc.

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7. What are the steps for course activation and registration?	Activate, Enter Validation Key, Register, Select Course, Start
8. Is there dedicated help desk support for questions directly related to the on-line course including course navigation and quizzes? Is there help desk availability for questions related to course activation, registration, access to quizzes and completion status? Also questions related to Internet connections <u>from your home, or private office outside of your institution.</u>	<p>Yes. For questions directly related to the on-line course, the CCC help desk is available Monday through Friday between 11am and 3pm. There are no weekend hours. Validation key questions should be directed to your risk manager.</p> <p>Call 877.CCC.EXAM or 877.222.3926</p> <p>You may also e-mail your questions to the CCC help desk. The e-mail address is insurance@thecccinc.org and you will receive reply from the help desk on "urgent" issues as soon as possible. Otherwise, a response will be generated during regular help desk hours. The help desk is not staffed 24-7.</p> <p>You may also check the frequently asked questions (FAQ) page on the CCC web-site: http://www.thecccinc.org/</p>
9. Where can I take the course? What kind of computer do I need? Do I have to take the course in one sitting/session?	Any computer that has access to the Internet. Microsoft Windows98 and later is acceptable. Dial-up connections perform reasonably well. You may take the course in multiple sittings from multiple locations. The course will save and bookmark your work. You may take the course at home, at work, at school, etc. Experience has been that it could take several sittings over a few days to complete. Expect the entire course to take you about three hours to complete.
10. How long will it take to complete the course? How much time is this going to take?	Experience has been that you should be able to complete the course in about three to five hours. You may start and stop as often as you like. The system "bookmarks" your progress through the course so you may begin each session where you left off. Also, you do not have to take the course at the same computer or location for each session.
11. Is there a certificate of completion available at the end of the course? Is there a certificate of completion that I can keep for my records?	<p>Yes, if you complete all sections 1 through 13. Please note this is not a CME certificate. The course completion certificate shows your name, medical license number, the course description and the date of completion. Keep for your files. Go to the course Homepage, locate the Certificate of Completion icon. Click inside the certificate and fill in your name and medical license number. Then, click on the print icon in your browser.</p>  <p>Certificate of Completion</p>
12. I use America On-line as my Internet provider. Is that a problem?	You may have a problem completing the course with earlier versions of AOL. Earlier versions of AOL prevent the quiz pop-ups from displaying properly. To work around the problem, you may connect to the Internet using AOL. Once you have connected, <u>minimize</u> the AOL window (DO NOT CLOSE AOL) and then open (launch) the Internet Explorer (IE) or the Netscape browser to access the course. You can click on the START icon button in the lower left hand corner of your screen to run the Microsoft Internet Explorer.
13. What Internet browser version is required?	Internet Explorer v5.5 or later, Netscape v5.0 or later. Later versions of America On-line (AOL) may work, however there are known problems with earlier versions of AOL.
14. The on-line course is very slow. It takes a long time for windows to display.	If you have a dial-up connection to the Internet, the display of course windows may seem a little slow. However, you should be able to move through the course at a reasonable pace. Make sure no other programs are running on your computer while you are taking the course. Cable modems and DSL connections to the Internet will provide better performance.

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<p>15. What's a Validation Key? I'm trying to Activate Course Registration but I don't know what the validation key is. Where can I find the validation key?</p>	<p>Activate your Course Registration with your Validation Key</p> <p>Validation Key <input type="text"/> ? <input type="button" value="Validate Key"/></p> <p><i>Missing your Validation Key?</i></p> <p>The validation key is required in order to activate and register for the course. You cannot register without the validation key. The validation key is included on the mailing that you received notifying you of the course requirements. If you do not have the mailing with the Validation Key, contact your hospital Risk Management department.</p>
<p>16. Course registration is asking for my Physician ID. What is my physician ID?</p>	<p>For Physician ID use your six-digit NY State medical license number as found on your medical license. This will become your User Name for future logins. If you do not have a NY State medical license number, use your social security number without hyphens/dashes. For example, 123456789. Note that whatever you enter here will be used as your User Name for all future course logins.</p>
<p>17. Course registration is asking for my e-mail address but I do not have an e-mail address.</p>	<p>You must enter a valid e-mail address in order to register. By doing so, you will receive a confirmation of your registration, including your Physician ID (NYS license number) and password (your last name in all lower-case) which you will need in order to access the course. If you do not have an e-mail address, you can use insurance@thecccinc.org and note that you will not receive the confirmation e-mail. This is not a request for a new e-mail address. Another alternative is to use the e-mail address of a trusted friend or colleague, so that you can receive the confirmation e-mail.</p>
<p>18. Course registration is asking for my Designation. What is a Designation? I don't see a specific Designation that fits my practice. Which Designation should I choose?</p>	<p>NOT APPLICABLE TO VAP PHYSICIANS</p> <p>Designation is a mandatory field during course registration. If you are a hospital resident, you must select the Resident designation. If you are an attending, fellow or other hospital employed physician you must select the Employed/Attending designation. Essentially, if you are not a resident, select the Employed/Attending designation.</p>
<p>19. I have already activated and registered for the course. I'm trying to login again but I don't remember my User Name. I don't remember my password for logging in to the course.</p>	<p><i>If you have not already registered for your course, you will not be able to login. Click here to register now.</i></p> <p>Registered users, Login here:</p> <p>Username: <input type="text"/> Password: <input type="password"/> <input type="button" value="Log in"/></p> <p>If you have previously registered for the course, your User Name is your NYS medical license number as found on your medical license and as entered during course registration. Or, if you do not have a NYS license number, your social security number (no "hyphens") as entered during course registration.</p> <p>Your password is your last name, as entered during course registration, in all <u>lower case letters</u>. No special characters including spaces, Jr., Sr., III, apostrophes or @. These and other such special characters are stripped away for purposes of assigning your password.</p>
<p>20. I have already activated and registered for the course. I'm trying to return to the course to continue with the program.</p>	<p>Should you need to return to your course at a later time, return to the Web Address http://www.thecccinc.org and follow the link for the Risk Management education program. Click on Course Login. You need your User Name and password as entered during registration. <u>There is no need to re-register a second time.</u> Your User Name is your NYS medical license number as entered during registration. Password is your last name in lower-case letters with NO special characters.</p>

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<p>21. I am trying to pick up in the course where I left off. Does the course remember where I left off?</p>	<p>Yes. The course saves all previous quizzes and bookmarks your progress. Login to the course. Click on the Resume Session button. This will bring you to the section where you left off during your last session. If you scroll down the table of contents (the scroll box on the left side of the window just below the navigation icons) you will see an orange dot next to the section where you left off.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>
<p>22. I have already activated and registered for the course. However, I am trying to re-gain access to the course but I can't log in. What should I do?</p>	<p>Try the following:</p> <ul style="list-style-type: none"> • Is the Caps Lock off? • User Name must be entered exactly as you registered (a.k.a. Physician ID). • Password is case-sensitive. Your password is you last name in all lower case. Do not use spaces, JR, SR, III, apostrophes or @. If you have a hyphenated name type leave out the hyphen. • Review your e-mail confirmation for your User Name & password • Close your browser & re-start the browser. • Re-start your computer
<p>23. When I enter my login information, I get bounced back to the login screen. An error message does not appear. I do not see the course listed. What can I try?</p>	<p>For Netscape 7.1: Click the Tools menu item, then "Cookie Manager" then "Unblock Cookies from this Site".</p>
<p>24. While taking a quiz, I was disconnected from the Internet. Will I lose all the questions I answered?</p>	<p>No, each question has a SAVE button. This is a safety measure to prevent the loss of your answers. Make sure a check mark shows in the right hand score box each time you click on the SAVE button</p>
<p>25. How do I logout from the on-line course?</p>	<p>Click the "Log Out" link on the top right-hand portion of your screen; OR just close the Internet browser completely. Make sure to always completely exit the browser when ending your session.</p>
<p>26. What is the procedure for taking a quiz? What is the required score for a quiz? What if I don't get the minimum score on a quiz?</p>	<p>Quizzes must be completed in order by module. Left click on Begin Quiz. Remember to SAVE each answer as you go. There is a status box in the window that puts a "check" mark next to each question you answer.</p> <p>At the end of the quiz you must click on "Finish", "Submit Quiz" and "View Results" to see your score and read the feedback for the questions. All quizzes require a minimum score of 70%. If you don't score a minimum of 70%, review your results. Navigate back to the section, review the content and re-take the quiz. You must re-take the entire quiz. You cannot proceed to the next quiz until you achieve a passing score.</p>
<p>27. Quiz Unavailable. I cannot begin a quiz. It says: "Quiz unavailable" What should I do?</p>	<p>Have you:</p> <ul style="list-style-type: none"> • Successfully completed the previous quiz? • Submitted the previous Quiz? • Viewed your results for the previous quiz? • Achieved a 70% score or better on the previous quiz? • Turned off all Internet Browser pop-up blocker software? • AOL users: Minimized your AOL connection, opened your Internet Explorer (IE) or Netscape web browser and accessed the course?

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28. I cannot start a quiz. It says: "Quiz unavailable" What should I do?	Make sure that you have deactivated your pop-up blocker software. The quizzes in the on-line course are designed as pop-up windows. Pop-up blocker software will prevent the quizzes from displaying and you will receive the annoying message "Quiz Unavailable". Note that you may have more than one pop-up blocker active at any one time. For example, Google and Yahoo both provide pop-up blocking software and both may be active at the same time. You must deactivate all pop-up blocking software.
29. Which sections of the program must I complete? How many quizzes must I complete?	Refer to the requirements from your institution and/or Risk Manager. In any event, you should read through section 1 Welcome to the Course . Section 2 through Section 9 contains the actual course content. Quizzes must be completed sequentially; otherwise subsequent quizzes will not be available. Section 10 is a 25-question self-assessment quiz. Section 11 is the Risk Management Project consisting of case studies and related quizzes, and is required for eligible doctors who wish to receive five (5) CME credits (minimum score of 70% required). Section 12 is the course evaluation. Lastly, Section 13 is the <u>mandatory affirmation and is presented in the form of a quiz.</u>
30. Can I skip around the course or must I take the course in sequence?	You must complete all sections and case study quizzes in sequence. While you may skip around the course and read the content in any order, the quizzes must be completed sequentially and with a minimum score of 70%. If you do not achieve a score of at least 70% on a particular quiz, you will not be able to take the next quiz. You must re-take the entire quiz.
31. Are there any navigation icons that will help me navigate through the course?	<p>Yes. Note the five icons in the picture below, which appear at the top of every page that contains course content. In order from left to right:</p> <ul style="list-style-type: none"> • Display Table of Contents • Previous Page • Next Page • Retrace Path • Refresh Page  <p>Table of Contents </p> <p>Note also the scroll-box with the vertical scrolling bar. This is the Table of Contents. You may scroll up and down through the table of contents. Left click on any section to immediately display that section.</p>
32. Are there any navigation icons that will help me navigate through the course?	<p>Yes. Note the Homepage menu item as shown in the picture below, which appears at the top of every page that contains course content. Left click on the Homepage menu item to return to the course Home Page.</p> 

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<p>33. I'm having trouble getting the course to properly display in my Internet Browser. I'm getting error messages displayed. My browser / screen is freezing up. My computer crashed or freezing up.</p>	<p><i>Browser configuration</i> (see your browser's documentation for details of how to do this)</p> <ul style="list-style-type: none"> • Enable Javascript • Enable cookies • Set your browser to check for newer versions of pages, every time <p><i>Javascript errors</i></p> <ul style="list-style-type: none"> • If you encounter a Javascript error when you try to begin a quiz, close down the browser <i>completely</i>, and restart it. <p><i>Browser/computer crashes</i></p> <ul style="list-style-type: none"> • If you experience a browser or computer crash during a quiz, when you begin the quiz again, the answers that you previously saved will be there. Note: any time that your computer or browser is unavailable during a quiz will be considered to be part of your total completion time for the quiz. <p><i>Pop-up blocking software</i></p> <ul style="list-style-type: none"> • The quiz appears in a new browser window. If you have pop-up blocking software installed on your computer, the quiz may not appear. To take the quiz, you may have to disable the pop-up blocking software. <p><i>Unfreeze a Locked Computer</i></p> <ul style="list-style-type: none"> • Hit the key combination Ctrl-Alt-Del. • Select Task Manager, select the IE/Netscape task, then click End Task • Check the Applications tab for any Task that has a status of Not Responding. Highlight the offending task(s) one at a time and then click on End Task. • Close the Windows Task Manager window

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<p>34. What is the general procedure for accessing the course? What is the general procedure for activation/registration? What is the general procedure for taking the course?</p>	<p>Access to the Risk Management Course I Go to the http://www.thecccinc.org/ web site. This is the entry page for the Combined Coordinating Council Risk Management Education course. Enter the web address, exactly as it appears, into the Address or Location line of your web browser. Then hit Enter or left click on the Go or Search icon button of your browser. Under the Risk Management section, left click on the link titled Employed Attending and Residents Risk Management. Then follow the listed instructions.</p> <p>Enter the Validation Key Enter the Validation Key. Left click on the Validate Key button. Course Registration including sponsor hospital, specialty, county Successful Registration Review Select the appropriate CCC Risk Management Course, I (Basic) or III (Follow-up)</p> <p>Table of Contents <i>Skip a quiz & you will get “Quiz Unavailable” for all subsequent quizzes.</i></p> <p>Section 1 - Welcome to the Course Review modules 1.1 through 1.8.</p> <p>Sections 2 through 9 (Section 8 is an audio module) Modules 2.x through 9.x each contain course content a case study quiz (there is no quiz for section 2 or section 8). A score of 70% or higher is required to move to the next module. Immediate feedback is provided at the end of each quiz and the quiz can be repeated to attain a passing score. <i>Begin Quiz. Save your answers as you go. Click Finish. Click Submit. Click View Results.</i> You must view your results; compare your answers with the correct answers. If you did not receive a minimum score of 70%, you must re-take the quiz. Quizzes in subsequent sections will not be available unless you receive a minimum score of 70%.</p> <p>Section 10 – The Self-Assessment is presented as a quiz with 25 questions.</p> <p>Section 11 – Risk Management Project There are 10 case study/quiz questions. A score of 70% or higher is required.</p> <p>Section 12 – Course Evaluation Your comments and suggestions about the course would be greatly appreciated.</p> <p>Section 13 – Affirmation (Mandatory)</p>
<p>35. What is Section 11? What is the Risk Management Project?</p>	<p>Section 11 is a Risk Management project consisting of 10 case studies with quizzes. A minimum score of 70% is required. Note that those who are eligible for and who wish to receive five (5) CME credits for completing the course MUST successfully complete section 11.</p>

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<p>36. I'm trying to access the on-line course. I'm at the http://www.thecccinc.org web site. Now what?</p>	<p>In the section titled Risk Management Click on the <u>Voluntary Attending Physicians</u> link or the adjacent icon. Then click on the link under The Follow-up Course (Risk Management Course III)</p> <p><u>If you have not yet registered</u> for the course, click on the Activate Course icon. You will be prompted for the Validation Key, which was included in the mailing that notified you of the course requirement. Then, you will go through the course registration process. Your Physician ID and password will be assigned and registered. If you don't know the validation key, contact your hospital Risk Management department.</p> <p align="center">  </p> <p align="center">  Combined Coordinating Council Physicians who are new to the course must first activate course. Even if you have previously taken a course in the past, you must activate your new course for this year. </p> <p align="center">  </p> <p align="center">  If you have already activated your course, click here to enter your course. </p> <p align="center"> To reach the CCC HelpDesk, please call 1-877-CCC-EXAM (1-877-222-3926) or email insurance@thecccinc.org </p> <p><u>If you have already registered</u> for the course, click on the Course Log-in icon. You will be prompted for your User Name and password, as assigned to you during course registration. Then click on either the Start icon or the Resume Session icon. The Resume Session icon will automatically display the section where you left off during your previous session.</p> <p align="center">   </p> <p align="center"> START Resume Session </p>
<p>37. What is the core content of the course? Describe the content of the course? Which sections of the course must I complete?</p>	<p>Check the mailing your received from your hospital / Risk Manager about the requirement to complete this course. The documentation should include instructions as to which sections of the course you must complete.</p> <p>The layout of the course in order by module:</p> <ol style="list-style-type: none"> 1. Welcome to the Course 2. Risk Management Review 3. Patient Safety Initiatives 4. Test Management – A Systems Approach 5. Consultant Liability 6. Disagreement with Other Physicians 7. Positive Actions Physicians Can Take 8. Informed Consent – An Audio Module 9. Follow-up Care, Referrals and Transitions 10. The Self-Assessment 11. Risk Management Project 12. Course Evaluation 13. Affirmation (mandatory)