



ABMS Patient Safety Improvement Program – *Frequently Asked Questions*

Q1: How can I enroll in the ABMS Patient Safety Improvement Program?

A1: BCBSIL physicians may enroll in the program by following the link under **UM/QI/Medical Management** on the BCSBIL Provider Web site at http://www.bcbsil.com/provider/umqi/patient_safety_project.htm. HealthStream will only be able to give BCBSIL practitioner information regarding completion of the program if the physician provides online authorization allowing HealthStream to report the physician's completion to BlueCross BlueShield.

Q2: How do I learn more about the BCBSIL initiative?

A2: The program is described in the February 2008 issue of *Blue Review* located at: http://www.bcbsil.com/PDF/bluereview/february_08.pdf.

Q3: Do I have to go back to www.bcbsil.com to access the course each time?

A3: No, the physician may access the course, and bookmark the <http://www.healthstream.com/hlc/bcbs> URL.

Q4: Can I demo the course before purchasing?

A4: Yes, the course is available at <http://www.healthstream.com/content/abms/PSIP/index.html>. You will not be eligible to receive credit for work completed through the demonstration and your progress can't be saved.

Q5: Do I need high-speed connectivity?

A5: Yes, it is recommended you access the site with at least a DSL connection.

Q6: Can I access the program at work and home, using different computers?

A6: Yes, the ABMS Patient Safety Improvement Program is a Web-based course. Your progress will be saved when you select the **Save and Exit** option in the lower right-hand corner of the course.

Q7: Can I access the program on a CD-ROM?

A7: No, the program is only available via Web distributed by HealthStream.

Q8: As a Board certified physician does this program count toward my Maintenance of Certification™ (MOC)?

A8: Most ABMS Member Boards offer the program as part of ABMS Maintenance of Certification™ (ABMS MOC) or recognize its completion and award ABMS MOC credit. Depending on the individual Board's requirements, credit may be granted for MOC Part IV and Part II requirements. Please check with your certifying Board for individual requirements.

Q9: Can my staff be involved in the program?

A9: Although the ABMS Patient Safety Improvement Program is designed specifically for physicians, we encourage practitioners to include their staff in the practice improvement activity. The staff can be very helpful in observing and documenting the data elements used in establishing a baseline and the follow up measurement.

Q10: Is the course accredited?

A10: Yes, the course has been accredited through ACCME, and has been designated for 20 AMA PRA Category 1 credits.

Q11: Is support available?

A11: Yes, HealthStream's Customer Support Hours are 7 a.m. to 7 p.m. (CST), Monday through Friday, except for holidays, by calling (800) 521-0574 or e-mail anytime to customer.service@healthstream.com.