

# **The Tipping Point Challenge How-To Guide**

**For All Staff at Member  
Organizations**

## Taking the CAPC Courses

CAPC's online clinical curriculum—in Pain Management, Symptom Management, Communication Skills, Relief of Suffering in Heart Failure, COPD, Dementia, and more—provides high-quality, evidence-based courses with **free continuing education credits for every clinician at your organization. MOCs will be available in March 2019.**

These self-paced, interactive courses can support your organization's quality improvement and safety efforts by integrating best practices in caring for patients with serious illness across departments and settings.

Improve skills among the palliative care team to standardize their clinical knowledge and practice. Spread the word to colleagues in other specialties treating patients living with serious illness.

CAPC recognizes individual training progress by awarding completion certificates on a per course basis. Designation status is available as well.

## Receiving CAPC Designation Status

Those who complete all courses in the Pain Management, Symptom Management, and/or Communication Skills curriculum receive a certificate of **CAPC Designation** status for each completed unit in recognition of their commitment to improving patient care.

Depending on your organization, we recommend that you consider offering letters of recognition or congratulations to those who reach CAPC Designation, whether from the Program Lead or C-suite.

## Communicating the Benefit to Others

CAPC membership gives all clinicians caring for patients with a serious illness the knowledge and skills they need to provide the highest-quality care.

Aside from having discussions and meetings, we encourage you to send an email to colleagues about the benefit and availability of courses and Designation. Organizations have found this type of communication to be extremely helpful, especially when it is tailored to specific needs.

An email "**Spread the Word**" template is included in the Browse Resources section of [tippingpointchallenge.capc.org](http://tippingpointchallenge.capc.org). But feel free to tailor it to your organization's needs.

## Getting a User Login

Communicating how you and your colleagues can access the courses and other member resources on CAPC's website is important. In order to access these member resources, each individual must create a unique **User Account** using their work email

address. All activity for your organization is tracked through User Accounts, which leads to accurate monthly reporting. By signing up for a User Account, your colleagues will also stay up-to-date on current CAPC events, new courses, and program design tools. Creating a User Account is easy.

## Tracking How You're Doing

**Utilization Reports:** Your CAPC Membership Administrator will automatically receive monthly utilization reports once a total of 20 courses have been completed within the past 365 days at your organization. These reports provide a summary of the total number of active clinicians; the number of online courses completed by your staff and more.

**Learn more at [tippingpointchallenge.capc.org](http://tippingpointchallenge.capc.org)**

**Take the courses at [capc.org](http://capc.org)**