



CIVILITY MUTUAL MEMBERSHIP SERVICES

Last Updated: October 2007

SERVICES BY MEMBERSHIP TYPE

Below is a complete listing of services that are currently available (or are anticipated to be available in the future). You may see how your Membership compares to other Membership categories.

| Tool/Component | Patient | Physician | Resident | Med Student | RN/PA/CNP | Nursing Student |
|--|---------|-----------|----------|-------------|-----------|-----------------|
| Certified Patient Centered Provider™ | - | √ | √ | - | √ | - |
| Assessment Tools | | | | | | |
| eTrax® Survey System | - | √ | √ | √ | * | - |
| Provider Effectiveness Assessment | - | √ | √ | √ | - | - |
| LeadeRx®- 360 Degree Feedback Tool | - | √ | √ | - | √ | |
| E-Learning | | | | | | |
| Cultural Sensitivity Course (3 hrs) | √ | √ | √ | √ | √ | √ |
| Healing Words (Not yet available) ** | - | √ | √ | √ | √ | √ |
| In A Blink (Not yet available) † | √ | √ | √ | √ | √ | √ |
| Civil Leadership (Not yet available) | - | √ | √ | √ | √ | √ |
| Clinical eForms | | | | | | |
| Handoff Communication Tool | - | √ | √ | √ | √ | √ |
| Point & Click eForms | - | √ | √ | √ | √ | √ |
| <ul style="list-style-type: none"> • My Health Record- Detailed Patient Intake Form • My Health Record- Abbreviated Patient Intake Form • History & Physical (Basic) (Coming soon!) • History & Physical (Pre-op) • Nursing Intake Form (Coming soon!) • General Medical Admission Orders (Coming soon!) • General Surgical Admission Orders • General Surgical Postoperative Orders | | | | | | |
| Literature | | | | | | |
| Healing Words- eBook | √ | √ | √ | √ | √ | √ |
| In A Blink- eBook | √ | √ | √ | √ | √ | √ |
| Cultural Sensitivity- eBooklet | √ | √ | √ | √ | √ | √ |

| Tool/Component | Patient | Physician | Resident | Med Student | RN/PA/CNP | Nursing Student |
|--|---------|-----------|----------|-------------|-----------|-----------------|
| Educational Videos and Podcasts | | | | | | |
| Seven Common Leadership Missteps of Physicians | √ | √ | √ | √ | √ | √ |
| Why can't we just say "I'm sorry"- apology and disclosure | √ | √ | √ | √ | √ | √ |
| The Money Motivation in Medicine | √ | √ | √ | √ | √ | √ |
| The Components of Patient Satisfaction | √ | √ | √ | √ | √ | √ |
| Skepticism of the Softer Sciences | √ | √ | √ | √ | √ | √ |
| Avoiding Malpractice | - | √ | √ | √ | √ | √ |
| The Difficult Patient | - | √ | √ | √ | √ | √ |
| It Gets Trained Out of Us | √ | √ | √ | √ | √ | √ |
| Low Health Literacy | - | √ | √ | √ | √ | √ |
| Three Effective Physicians | √ | √ | √ | √ | √ | √ |
| The Quick-fix Attitude | - | √ | √ | √ | √ | √ |
| The Right Motivations | √ | √ | √ | √ | √ | √ |
| Healing Words Radio Podcast | √ | √ | √ | √ | √ | √ |
| Culture in Healthcare Radio Podcast | √ | √ | √ | √ | √ | √ |
| Physician Leadership Radio Podcast | √ | √ | √ | √ | √ | √ |
| The Importance of Effective Communication in Healthcare Podcast | √ | √ | √ | √ | √ | √ |
| In A Blink Video Podcast (Not yet available) † | √ | √ | √ | √ | √ | √ |
| Speaking Engagements | | | | | | |
| 10% Discount on Speaking Fees and Civility Mutual Seminars | √ | √ | √ | √ | √ | √ |
| Other | | | | | | |
| Quarterly Civility Mutual Newsletter | √ | √ | √ | √ | √ | √ |
| My Health Record- electronic or paper health history tracking tool | √ | √ | √ | √ | √ | √ |
| Search for Certified Patient Centered Providers of Healthcare and Colleagues | √ | √ | √ | √ | √ | √ |
| 10% discount on Personal Life & Communications Coaching | √ | √ | √ | √ | √ | √ |

* RNs have access to the Employee Satisfaction Survey component and may be given proxy access to the entire eTrax® system by a physician. ** Available now as an educational video lecture with post-test. † Available as a video podcast about 10/31/08.