C1 Mission
...expected results in terms of changes in competence, performance, or patient outcomes

C11 Analyzes Changes
...in Learners Competence, Performance, or Patient Outcomes

C12 Program Based Analysis

C13 Identifies, Plans and Implements Changes
Criterion 1: The provider has a CME mission statement that includes expected results... in terms of changes in Competence or Performance or Patient Outcomes that will be the result of the program.
C1 Mission
...expected results in terms of changes in competence, performance, or patient outcomes

C11
Analyzes Changes...in Learners Competence, Performance, or Patient Outcomes

C12
Program Based Analysis

C13
Identifies, Plans and Implements Changes
Criterion 11

The provider analyzes changes in learners (competence, performance, or patient outcomes) achieved as a result of the overall program's activities/educational interventions.

Were we EFFECTIVE?
2-Part Requirement

1. Activity-specific data: *Performance-in-Practice Structured Abstract*

 Attach the data or information generated from this activity about changes achieved in learners’ competence or performance or patient outcomes.

2. Overall Program Data (program = all activities offered during the accreditation term): *Self-Study*

 Based on data and information from your overall CME program’s activities/educational interventions, provide your analysis of changes achieved in your learners’ competence, performance, or patient outcomes.
Case 1

The provider evaluates each activity with the following questions:

• The objectives related to this activity were met.
• The content was relevant to my role in patient care.
• My expectations for this conference were met.
• The presenters were effective and clearly presented content.
• I will change my practice as a result of this activity.
Is this case...

Compliant

Or

Non-compliant
Case 1  Non-Compliant

The provider evaluates each activity with the following questions:  Evaluating satisfaction

• The objectives related to this activity were met.
• The content was relevant to my role in patient care.
• My expectations for this conference were met.
• The presenters were effective and clearly presented content.
• I will change my practice as a result of this activity.

Asks “if”, not “what”
Case 2, part 1...

The provider includes the following questions in each activity evaluation.

Based on what you learned at this activity, what change(s) are you likely to make in your practice?

- Implement a new skill in the care of my patients
- Create/revise protocols, policies and/or procedures
- Seek additional information about the topic(s) presented
- My current practice has been reinforced by the information presented

Please describe what specific changes you will make in your practice as a result of what you learned at this activity:
Case 2, part 2...

- Evaluation responses are collected, summarized, and filed away.

- During reaccreditation, provider includes copies of the evaluation summaries in their self-study.
Is this case...

Compliant

Or

Non-compliant
Part 1: **Compliant**
the provider is evaluating self-reported changes in learner performance

Part 2: **Non-compliant**
the provider files away the data and does not use the data to conduct an overall analysis of the changes that resulted from their CME program
C11 – Analysis of Data: *Tips for Success*
Review and Document

• **Review** your mechanisms/tools for evaluation
  • Are they **appropriate**?
  • Are they **consistent**?
  • Are they able to be **easily analyzed**?

• **Review** your evaluation data
  - Monthly
  - Quarterly
  - Annually
  - At the time of reaccreditation *(not recommended)*

• **Document** the results of your review of data
At Beaumont...

• Same questions asked for all activities
  • Includes both multiple-choice (for easier analyzing) and open-ended

• Data is reviewed as part of “close-out” process for each activity (done quarterly)

• Multiple-choice data is tracked in a spreadsheet with % auto calculated

• Spreadsheet is reviewed annually for overall %s
<table>
<thead>
<tr>
<th>CME Director Approval Date</th>
<th>Meeting ID</th>
<th>Meeting Name</th>
<th>CME Staff</th>
<th>AOA Credits</th>
<th>Start Date</th>
<th>End Date</th>
<th>Speakers - Strength of presentation Good</th>
<th>Changes - Protocols, Policies</th>
<th>Changes - Implement a new skill</th>
<th>Changes - Engage Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/12/19</td>
<td>38643</td>
<td>Everyday Bias</td>
<td>Sarah</td>
<td></td>
<td>10/23/19</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7/1/19</td>
<td>38594</td>
<td>Symposium for Primary Care Medicine</td>
<td>Esther</td>
<td></td>
<td>11/1/19</td>
<td>11/2/19</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1/31/19</td>
<td>38522</td>
<td>Multi-Disciplinary Approach to the Care of the Child with Cerebral Palsy</td>
<td>Esther</td>
<td></td>
<td>11/2/19</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7/9/19</td>
<td>3851</td>
<td>Achieving the Sweet Spot 2019: Latest Advances in Diabetes Care for the Multidisciplinary Team</td>
<td>Jessica</td>
<td></td>
<td>11/15/19</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/20/19</td>
<td>37929</td>
<td>Neurology for the Primary Care Provider 2019</td>
<td>Becky</td>
<td>1</td>
<td>11/22/19</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5/2/19</td>
<td>38464</td>
<td>Left Atrial Appendage Closure Clinical Data Update Meeting</td>
<td>Sarah</td>
<td></td>
<td>ONHOLD</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/21/19</td>
<td>32553</td>
<td>6th Annual Alcohol Septal Ablation Live Proctoring Course</td>
<td>Sarah</td>
<td></td>
<td>ONHOLD</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

88% indicated they would make a change in their practice

- Changes in Practice - Create/revise protocols, policies 16%
- Changes in Practice - Implement new skill 24%
- Changes in Practice - Engage members of the healthcare team 17%
- Changes in Practice - Seek additional information 20%
- Changes in Practice - Promote PFCC 11%
- Changes in Practice - Current Practice Reinforced 14%
30-day Post Conference Follow-Up

• Did you seek additional information – Y / N / Plan to

• Did you implement new skills – Y / N / Plan to

• Did you observe improvements in your patient outcomes? Y / N / Have not tracked
  • If yes, what improvement(s) have you observed?
<table>
<thead>
<tr>
<th></th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sought Additional Information</td>
<td>30%</td>
</tr>
<tr>
<td>Plan to seek additional information</td>
<td>41%</td>
</tr>
<tr>
<td>Implemented New Skills</td>
<td>39%</td>
</tr>
<tr>
<td>Plan to Implement New Skills</td>
<td>33%</td>
</tr>
<tr>
<td>Improvements in Patient Outcomes - Yes</td>
<td>26%</td>
</tr>
<tr>
<td>Improvements in Patient Outcomes - Not Tracked</td>
<td>61%</td>
</tr>
</tbody>
</table>

69% indicated they have made a change in their practice
Analysis of Data in Self-Study

• Overall, 88% of learners indicated they planned to implement a change in their practice and in follow-up surveys, 69% of learners indicated they had actually implemented a change in their practice as a result of attending our CME activities.

• Of the learners who successfully implemented a change in practice, 26% indicated they noticed an improvement in their patient outcomes. Specific examples of improvements included, “Patients happier”, “Shortened wait times”, “Better outcomes with bladder control”, “Improved headache control in selected patients”.

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...expected results in terms of changes in competence, performance, or patient outcomes

C11 Analyzes Changes
...in Learners Competence, Performance, or Patient Outcomes

C12 Program Based Analysis

C13 Identifies, Plans and Implements Changes
Criterion 12

The provider gathers data or information and conducts a program-based analysis on the degree to which the CME mission of the provider has been met through the conduct of CME activities/educational interventions.

Were we effective in producing change?
Overall Program Evaluation

A process you can use to:
– Help your organization meet its CME mission.
– Help your organization measure its impact.
...help your CME department show its value to the organization
– Help your organization improve.
Review your...

Mission Statement
• What does your mission say you will change?

Evaluation mechanism(s)
• Are you asking appropriate questions to gather data for your mission statement?

Data (C11)
• What are your conclusions?

Does your mission focus on changes in patient outcomes, but all activities and data focus on changing competence?
Other Data to Look at...

- Types of activities (formats) provided
- Hours of instruction
- Outcomes/evaluation results
- Accomplishments for the past year
- Goals for the upcoming year

Are you satisfied with the results?
How does the data compare with other years?
Beaumont CME mission: “Learners are expected to gain **competence** in their approach to clinical problem solving, apply newly acquired strategies in their practice, and change their **performance** in order to provide evidence-based and patient-centered care.”

**Data Sources:**

- PARS data – activities designed to change Competence, Performance, or Patient Outcomes
  
  ...an average of 97% of our activities were designed to change competence, 52% were designed to change performance, and 32% were designed to change patient outcomes over our past accreditation term.

- Evaluation data
  
  ...78% of learners indicated through the post-conference survey that their competence was improved as a result of the activity with 54% self-reporting improved performance and 37% self-reporting improved patient outcomes.

  ...learners self-reported through our 60-day follow-up survey that they implemented changes in competence (55%), performance (58%), and observed improvements in patient outcomes (26%).
Create an Annual Report!

Show your leadership your value!
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C13 Identifies, Plans and Implements Changes
Criterion 13

The provider **identifies, plans and implements** the needed or desired changes in the overall program (e.g., planners, teachers, infrastructure, methods, resources, facilities, interventions) that are required to improve on ability to meet the CME mission.
When conducting your program-based analysis (C12)...

...did you find something to fix?
...do you have the solution?

Changes can be related to...

...planners, teachers, infrastructure methods, resources, facilities, interventions
Information about components...

- Effectiveness of faculty
- Incorporation of adult learning principles
- Format in support of objectives
- Content matched learners’ scope of practice
- Design of activity in support of desired results

- Independence
- Management of CS
- Education separate from promotion
- Promotion of improvements in health care
- CME processes, policies, staff
Use your activity evaluation tools..

How might the content presented in this activity be most improved upon?
- No changes needed
- Allow more time for Q&A
- Increase interactivity
- Add breakouts for sub-topics
- Include more case-based presentations
- Add a hands-on skills instructional component
- Other

How would you rate the overall educational quality of this activity?
- Excellent
- Very Good
- Good
- Fair
- Poor

How well were the stated learning objectives achieved?
- Excellent
- Very Good
- Good
- Fair
- Poor
<table>
<thead>
<tr>
<th>Identified Change</th>
<th>Identified</th>
<th>Planned</th>
<th>Implemented</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhance CME mission in order to better reflect changes in competence, performance, and/or patient outcomes.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Revised mission statement implemented December 2017; mission is reviewed annually.</td>
</tr>
<tr>
<td>Refine evaluation tools in order to better determine changes in competence, performance, and patient outcomes.</td>
<td>✓</td>
<td>✓</td>
<td>Changes in progress for 2019</td>
<td>The evaluation tool is updated annually to ensure it is capturing appropriate information to best measure changes. In 2019, we plan to add questions to help us better assess whether the expected results of our mission have been successfully met.</td>
</tr>
<tr>
<td>Establish new and updated CME policies, procedures and practices to help us ensure compliance with all CME regulations.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>New policies were added and existing policies were updated May 2018. All policies are reviewed annually.</td>
</tr>
</tbody>
</table>
What have you changed in your program?

• Changed the language on your disclosure form?
• Updated your evaluation tool/process to better capture changes?
• Revised your mission statement?
• Implemented a new form?
• Started working with the quality improvement department?
• DOCUMENT!! Put it in a file (electronically or paper)
Case – C 12 and C 13

• The provider reviewed the extent to which its CME program achieved its expected results as stated in its mission and recognized that it had been designing activities to change learner knowledge, but not competence, performance, and/or patient outcomes.

• The provider found that it did not know if the activities designed to change knowledge contributed to changing competence or performance or patient outcomes as stipulated in its mission statement.

• In its self-study narrative and survey interview, the provider acknowledged this issue and articulated changes it would make to its planning processes to ensure that activities are designed to change learners’ competence, performance, and/or patient outcomes.
Is this case...

Compliant

Or

Non-compliant
Compliant

- The provider reviewed the extent to which its CME program achieved its expected results as stated in its mission and recognized that it had been designing activities to change learner knowledge, but not competence, performance, and/or patient outcomes.

- The provider found that it did not know if the activities designed to change knowledge contributed to changing competence or performance or patient outcomes as stipulated in its mission statement.

- In its self-study narrative and survey interview, the provider acknowledged this issue and articulated changes it would make to its planning processes to ensure that activities are designed to change learners’ competence, performance, and/or patient outcomes.
Case 2

• The provider conducted a program-based analysis and determined they were effective at meeting the expected results of their CME mission. Therefore, no changes or improvements to their program were required.
Is this case...

Compliant

Or

Non-compliant
Non-Compliant

• The provider conducted a program-based analysis and determined they were effective at meeting the expected results of their CME mission. Therefore, no changes or improvements to their program were required.

• You should always be looking for ways to improve your programs! It can be as simple and improving forms and policies!
The provider has a **CME mission** statement that includes expected results' articulated in terms of changes in competence, performance, or patient outcomes that will be the result of the program.

The provider **analyzes changes in learners** (competence, performance, or patient outcomes) achieved as a result of the overall program’s activities/educational interventions.

The provider gathers data or information and conducts a program-based **analysis on the degree to which the CME mission of the provider has been met** through the conduct of CME activities/educational interventions.

The provider **identifies, plans and implements** the needed or desired changes in the overall program (e.g., planners, teachers, infrastructure, methods, resources, facilities, interventions) that are required to improve on ability to meet the CME mission.

Source: ACCME