

<i>Policy #:</i>	6.0	<i>Origination Date:</i>	2003
<i>Subject:</i>	Evaluation and Improvement	<i>Date of Last Revision:</i>	June 2013

6.1 ICMES Evaluations

- RSS
 - An evaluation of each individual class in the series is completed by the attendees before they claim their credit for the course
- Activity
 - An online evaluation is prepared by the OCME staff based on the activity objectives and speakers. This evaluation is linked to the activity in ICMES.
 - The results are aggregated and released to the Program Director/Co-Director/Planning Committee to prepare them to make informed improvements for the next activity.
- Enduring Materials
 - An evaluation and a post-test will be taken by the attendee for credit is awarded
 - Attendee must receive an 80% to pass and be awarded credit

Sustained Monitoring and Evaluation

Follow-up evaluations will take place between three and six months after the program to measure implementation of program objectives in practice and patient care. In addition, the OCME uses these evaluations to ensure that Criterion 11 is being met:

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

6.2 RSS Evaluation

An online evaluation is built into each RSS class within ICMEs. The results are aggregated and released to the Program Director/Planning Committee on an annual basis to make informed improvements for the next activity. They will also be kept on file in the OCME. In addition, the OCME Director will conduct periodic on-site evaluations to ensure the educational criteria is need based and that the program is compliant with all essential areas.

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6.3 Educational Planning Meetings

Each department must have a Program Director and at least one other member responsible for planning RSS. The criteria above provide the framework by which the team should develop activities.

Furthermore, the team is to abide by Criteria 11-13 under Essential Area 3 when doing an annual review of their RSS.

6.4 CME Annual Program Evaluation

The OCME evaluates the CME Program on an annual basis. A link to an electronic survey is sent to the physician population. Upon receiving the results, the OCME and the CME Advisory Committee will evaluate:

- Implementation, evaluation and revision of the mission statement
- Integration of CME into the organization
- Accomplishments of goals, objectives and improvement initiatives
- Strategic planning process
- Continuous Quality Improvement
- Operational and cost effectiveness
- Meeting regulatory requirements as set forth by Inova
- Sustainability of the CME program
- Practice-based improvement resulting from CME
- Operational effectiveness of CME Department and/or CME committee (staffing, scope of responsibilities, etc.)
- Program growth
- The degree to which needs of the target audience are being met
- Presence of commercial bias within CME activities
- Response to the current issues in the health care environment
- General scope of the CME Program

The OCME will make improvements based on a review of the annual CME program evaluation provided the CME Medical Director, CME Director, CMO and discussions with the CME Advisory Committee.

6.5 Documentation for Accreditor that Identified Program Changes or Improvements are Underway or Completed

The OCME will conduct an annual review of each RSS. The evaluation reports will be distributed to the sponsoring department. These evaluations should be used to assess and implement identified program changes and necessary improvements. CME Advisory Committee suggestions and approvals will be written up and saved in the meeting notes.

