

**MISSION:**

To advance the IHS mission, the Clinical Support Center will be the leader in health care education by providing:

- ◆ Continuing Education Programs
- ◆ Conference Support Services
- ◆ Education Information
- ◆ Professional Journal Publication/s
- ◆ Special Initiatives

VISION:

To be the premiere leader for Indian healthcare education.

OCE Staff

Dora Bradley, MPH, RN
Director

Tamara Bahe
Program Secretary

Sandra Sorrell
Program Assistant

Lisa A. Palucci, MSN, RN
Nurse Educator

John Saari, MD
Physician Educator

Ed Stein, PharmD, MPH
Pharmacy Educator

This CE bulletin is designed to share information and ideas from the Indian Health Service Clinical Support Center, Office of Continuing Education staff.

For questions concerning the content of this publication please contact: LCDR Lisa Palucci, MSN, RN at (602)364-7740

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Measuring Gaps in Knowledge, Competence, and Performance

The following is excerpted from "CME as a Bridge to Quality" from the Accreditation Council for Continuing Medical Education. This booklet describes a new strategy to link CME to improved health care. Although it addresses physician CME, continuing education for other professions, including nursing and pharmacy is moving in similar directions.

The ACCME 2006 Updated Accreditation Criteria provide the algorithm that links CME to our collective efforts for quality improvement. As a partner in the national discourse to identify strategies to improve United States health care, ACCME accreditation requirements are evolving CME so that it is more effectively addressing current and emerging public health concerns.

To make this commitment to quality improvement evident, our system asks accredited providers to embody the same dynamic of "learning and change" that they expect of their physician learners.

Supported by the Updated Criteria, accredited providers state their CME mission in terms of changes in competence (i.e., knowing how to do something, "knowledge in action"), performance (i.e., what actions are taken), or patient outcomes that will result from their efforts. An accredited provider's program of CME is determined by the professional practice gaps of its own learners. These gaps reflect the health care delivered.

Therefore, compliance with the Updated Criteria provides the assurance that accredited CME is synonymous with practice-based learning and improvement where,

1) the content of CME matches the scope of the learner's practice, 2) learning activities are linked to practice-based needs, and 3) changes in physician competence, performance, or patient outcomes are measured.

The important "take home messages" from this are two. We need to use objective measures to discover gaps in professional **knowledge, competence, and performance**, as well as **patient outcomes** to show us where to focus our continuing education efforts. We then need to use our evaluations of our activities to measure improvements in knowledge, competence, and performance to assess the impact of our efforts.

For more information, go to www.accme.org

**Role of the Nurse Educator/Lead Nurse Planner:**

The nurse educator/lead nurse planner at the IHS Clinical Support Center (CSC) is responsible for implementing Accreditation Program criteria established by the ANCC. The essence of her role as designated lead nurse planner has a two-fold requirement:

1. She must ensure that a qualified nurse is involved in the entire process of education delivery – from the inception thru evaluation and follow-up—for **every** continuing nursing education activity sponsored by the CSC Office of Continuing Education.
2. She must guarantee that ANCC Accreditation Program criteria guide the development and implementation of **every** continuing nursing education activity offered.

CE Coordinators can help us maintain our excellent status with ANCC by identifying key nurses at your facility who are intricately involved with developing continuing education activities. For example, the planning committee must include a nurse representative of the target audience/a content expert in addition to the lead nurse planner/educator at the CSC. Documentation of these key nursing personnel's level of expertise is an essential element and a vital ANCC requirement. Our new forms will assist you with this requirement and help us maintain this obligation.

For questions, please e-mail LCDR Lisa Palucci, MSN, RN lisa.palucci@ihs.gov

Continuing Education Transcripts

The Office of Continuing Education is pleased to offer Continuing Education Transcripts! A written [Transcript Request form](#) must be completed, faxed to (602) 364-7788 or [e-mailed](#) to Tamara Bahe. This request must include the requestor's signature and be submitted at least 10 business days in advance.

Please note that CE Coordinators have up to 45 days from an activity's end date to submit participant information. Once received, processing time can take up to 4 weeks; sometimes longer due to heavy volume at certain times of the year. As a result, this information may not be immediately reflected on your transcript.

INDIAN HEALTH SERVICE



Office of Continuing Education
Two Renaissance Square
40 N. Central Avenue, Suite 780
Phoenix, AZ 85004
☎ 602-364-7777
📠 602-364-7788

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Accreditation Statements:

The Indian Health Service Clinical Support Center is accredited by the Accreditation Council for Continuing Medical Education to sponsor continuing medical education for physicians.

The Indian Health Service Clinical Support Center is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

The Indian Health Service Clinical Support Center is on probation as an accredited provider of continuing pharmacy education by the Accreditation Council for Pharmacy Education. Next scheduled review for purposes of restoring accreditation or removing accredited provider status: January, 2009.

Leading Indian Health Care Education

ANCC Accreditation Feedback Line

1-866-262-9730

The Accreditation Program of the American Nurses Credentialing Center is interested in the opinions and perspectives of the participants in accredited continuing nursing education activities, particularly those perspectives related to the presence of perceived bias* in the continuing education. For this reason, we are now providing a toll free telephone number.

Participants may access this number at any time to:

- tell us of any noted bias or conflict of interest in the education
- tell us of any concerns, compliments, or opinions
- tell us of a great experience
- tell us of an unpleasant experience
- tell us your thoughts on the process

Just call and tell us! - 1-866-262-9730

*Bias is defined as: preferential influence that causes a distortion of opinion or of facts. Commercial bias may occur when an educational activity promotes one or more product(s) (drugs, devices, services, software, hardware etc.) This definition is not all inclusive and participants may use their own interpretation in deciding if a presentation is biased.

NOTE: Statements of commercial support and /or conflict of interest disclosures do not represent bias. Such statements inform the learner that the provider has implemented a mechanism to identify and resolve all conflicts of interest prior to delivery of the educational material.



Pharmacy Update

The Indian Health Service recently implemented changes in the role of the Clinical Support Center (CSC) pharmacy program. Assignment of additional duties to CSC require changes in the sponsorship of continuing education (CE) activities offered by the Accreditation Council for Pharmacy Education (ACPE).

The CSC will continue to sponsor the IHS Pharmacy Practice Training Program and the SW Regional Pharmacy CE Seminar, as well as programs developed in conjunction with the IHS Primary Pharmacy Consultant and the Area Pharmacy Consultants. However, we will have to decline sponsorship of programs that are coordinated primarily outside of this office.

The goal is to focus continued sponsorship activities that have a national or regional impact on the IHS and Indian health program pharmacists, and suspend the sponsorship of activities that have local impact and require a significant time commitment that CSC can no longer make. Pharmacists who participate in an accredited CE course sponsored by the CSC will receive certificates reflecting AMA credit.

CME as a Bridge to Quality

In January 2008, the Accreditation Council for Continuing Medical Education (ACCME) published an informational booklet entitle, "CME as a Bridge to Quality: Leadership, Learning, and Change within the ACCME® System" as a resource for the CME system and its stakeholders to encapsulate the essential philosophy and practice of the ACCME in its mission to ensure that continuing education (CME) is a strategic asset that improves US Healthcare. Click on the link below to view the pamphlet:

http://www.accme.org/dir_docs/doc_upload/51395e82-e13d-4d72-a72f-a311d84608ee_uploaddocument.htm

or, go to <http://www.accme.org/> and click on **CME as a Bridge to Quality: Resources to "Call a Meeting."**

What Delays CE Certificate Processing?

- It is our goal to process and send CE certificates within 45 days of your CE activity. By sending us your post-meeting attendance roster and evaluation summary immediately after your training course is over you help us achieve our goal!
- Please submit typed, legible attendance rosters! Be sure to include the correct and full mailing address for CE participants (especially zip codes) and the last four digits of their SSN. This helps maintain accuracy and decreases delays or misrouting by mail.
- It is crucial that the participant's credentials be identified (i.e., MD, DO, RN, LPN, DDS) as well as the total CE hours earned. This ensures data quality in our continuing education database and helps us process the correct CE certificate type.

