Using Online Evaluation to Drive Improvement in Regularly Scheduled Series
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Purpose and Description
This poster reports our experience in the redesign and implementation of online certification and evaluation processes for Jefferson’s certified Regularly Scheduled Series (RSS) CME activities.

In early 2009, a complex jointly sponsored activity led Jefferson’s OCME and AISR Offices to experiment with an online evaluation process as a way manage data collection and analysis in a cost-effective, efficient, and timely fashion. AISR designed a participant database, navigation, reporting and administrative functionality. OCME conceptualized the needs, and designed questions and instructions.

Early Results of Online Evaluation
We developed an online process that
- Provided web-based access to evaluations
- Eliminated paper copies and related processing tasks
- Expanded our routine evaluation questions to collect additional activity outcomes
- Captured comments in an organized, typed fashion
- Automated the calculation of responses (% and mean)
- Permitted real-time review of data onsite at the meeting, and real time sharing of data with planners
- Provided for participant download of credit records and integration with existing record keeping systems.

We anticipated improvements in data quality, processing speed, and reduced costs. These improvements were realized. In addition, we increased response rates.

What Changed in Our RSS Evaluation
Year 1: On the fly
We realized that we could easily
- share the results with program directors by providing a link to results on our online session registration
- show the results for ALL RSS compared to an individual RSS, so program directors could benchmark their RSS against institutional ratings

While our first year of experience with the RSS online evaluation was positive, feedback from our users led to change

Year 2: Planning for Improvement
- Clarified questions and/or reduced the number of questions
- Separated clinically-oriented RSS questions from others
- Added specific questions relating to changes in competence, performance and/or patient care

Milestones of Evolving Online RSS Processes
OCME has utilized a web-based system for certifying its managing its RSS since 2007. RSS processes now include the RSS application, session registration, COI and compliance management. Online evaluation for RSS was introduced in 2009. In FY2010 major changes across the system were introduced.

- updated the online application as part of our transition to the updated criteria
- Integrated FY09 evaluation results into the updated RSS application
- Revisited the online evaluation based on first yr experience and results
- Added online reporting capability for end users for session compliance

What Changed in Our RSS Application
We enhanced our RSS application
- Online applications and related processes link:
  - planning to the Updated Criteria
  - education about the Updated Criteria into the process
  - Documentation and record keeping to the Updated Criteria
- We integrated past evaluation data into the application to support RSS planning for improvement
- Planners see their past year results vs ALL Jefferson RSS evaluation results for selected benchmarks including: Quality and the promotion of change in competence, performance, patient outcomes
- Planners are required to describe improvement plans when their results are below Jefferson averages

Conclusions
The evolved format of our RSS evaluation allows planners to complete their RSS applications that focus on:
- Identified areas of needed change
- Implementing strategies to meet educational goals
- Meeting the needs of the intended audience
- Promoting a change in practice

By combining 2 online processes (evaluation/recertification) we made it easier for the RSS applicant to view and react to their results. If needed, we require they develop improvement plans. This allows the OCME to monitor the application status and demonstrate compliance with Updated Criteria.

Changes in online RSS processes have been cost effective. Since initiated, online RSS evaluation in early 2009, including completely revised and integrated RSS set or processes, programming and maintenance cost has been approximately $1300 using Jefferson AISR Office capabilities.

This process improves documentation that our RSS have an impact on competency, performance and/or patient outcomes. RSS applicants are enriched as we work with them to complete the process.