Performance Monitoring in Action

**Purpose and Description**

- The purpose of the Performance Monitoring System is to provide a unique approach to individual activity and overall program evaluation and monitoring.
- Performance Monitoring (PM) is a database tool that collects and quantifies the discrete elements of activity planning, implementation, and accreditation compliance processes to improve capability for managing and monitoring complex academic CME programs.
- Activity data are aggregated for graphic analysis to provide a better understanding of the individual activity as well as the overall program.

**Rationale**

- PM was developed by the Consortium for Academic Continuing Medical Education (CACME) to provide appropriate consortial oversight of its member schools.
- The PM system features:
  - electronic records
  - standardized elements corresponding to planning and accreditation markers (e.g., type(s) of needs assessment
  - educational intent
  - level and type of evaluation, SCS compliance, and defined criteria for the assessment of these fields
- A secondary goal of PM was to provide a mechanism that might permit continuous review by consortial and accrediting bodies.

**Integrating PM and Operations**

- Regular review and examination of data is essential to monitor performance
- Changes in office processes to capture data
  - Sooner
  - Easier
  - More accurately
- Data is more meaningful in chart/graph format—set up templates to simplify conversion to charts and graphs

**Results**

The value of PM is in the ability for aggregation and analysis.
- improves provider understanding of its overall program and provides a dynamic mechanism by which to identify best practices and opportunities for improvement, profile for key indicators, benchmark and easily analyze programs over time

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