Resources for Implementing the ACCME/TMA Accreditation Criteria

Overall CME Program Evaluation

**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.

**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.

**Purpose of Overall Program Evaluation**
1. Determine if the accredited provider’s CME program, through its activities, has accomplished the expected results as stated in the CME mission statement. Remember, the CME program encompasses the whole accredited organization, not just the CME department and the CME committee. *How did we do?*
2. Supply opportunities for the accredited provider to identify gaps in the program and design improvements to address the gaps. *What can we do to improve?*

**Questions to Ask**
- Review of the CME mission statement. With your activities did you…
  - Achieve expected results as stated in terms of change in physician competence or physicians practice or patient outcomes?
- What could you evaluate in other areas of your CME program?
  - Processes/policies
  - Planning
  - Staff component
  - Department chair/committee knowledge of CME standards
  - Financial health of program
  - Strategic planning of your organization
  - Standards for Commercial Support, e.g., mechanism for resolving conflicts of interest or management of commercial support
  - Performance improvement interactions
  - Collaboration with stakeholders
  - Others appropriate to your organization

**Who do you ask?**
- Learners
- Faculty
- Staff
- CME committee
- PI Department, other departments
- Joint providers
- Non-participants
- Others appropriate to your organization

**Take Action – Become Engaged!**
Document extent to which CME mission has been met as well as planned changes for activities/other components of the CME program (*Criterion 13*)