Overall Program Evaluation (OPE)

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How Often is Overall Program Evaluation Required?

Every provider is required to complete the overall program evaluation and improvement process at least once during the accreditation term.

However, many providers conduct a formal evaluation on an annual basis because they find it easier to compile and manage the data from a smaller time frame.
Overall Program Evaluation Process

There are many variations and options to consider in determining your overall program evaluation strategy and process.

Providers need to develop a process that is appropriate for their needs and resources.
What’s Involved in the Overall Program Evaluation (OPE) Cycle?

**C1:** Mission Statement – articulate desired changes in competence, performance or patient outcomes

**C11:** Evaluate activities and analyze change data

**C12:** Conduct a program-based analysis and compare back to your CME mission

**C13:** Identify, plan and implement changes for improvement
How Do We Make OPE Simple and Strategic?
The provider has a CME mission statement that includes *expected results* articulated in terms of changes in competence, performance, or patient outcomes that will be the result of the program.

Gone are the days when your mission statement had to include 5 distinct elements:

- CME Purpose
- Content Areas
- Target Audience
- Type of Activities Provided
- Expected Results
The provider analyzes changes in learners (competence, performance, or patient outcomes) achieved as a result of the overall program’s activities/educational interventions.

Note: Providers are asked to analyze the changes facilitated by the overall CME program using data from each CME activity and aggregating it.
C11 – Make a Plan

Simple

- How often do you want to look at your data?
- How do you want to break down your data? (ie, activity type – RSS, enduring, jointly provided, etc.)
- Who should be involved in gathering the data
- Who should be involved in evaluating the data?
- What changes are you tracking/measuring? (in a moment we’ll talk about “Buckets”)
What methods do you employ?

- Activity evaluations
- PI/QI data
- Pre-Post tests
- Focus groups
- Local/community data
Consider utilizing question “buckets” in your evaluation tool in order to group findings from multiple choice answers. This will keep responses better aligned across your activities when aggregating data.

Look for “phrase generators” to add to your buckets.
ISMA OPIOID WEBINAR SERIES (RSS) – OVERALL PROGRAM EVALUATION

Data Summary utilizing “Buckets” from the Activity Evaluation

**Q2: This activity will assist in the improvement of my (mark all that apply):**

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competence</td>
<td>1371</td>
<td>83.75%</td>
</tr>
<tr>
<td>Performance</td>
<td>1011</td>
<td>61.76%</td>
</tr>
<tr>
<td>Patient outcomes</td>
<td>738</td>
<td>45.08%</td>
</tr>
<tr>
<td>Give examples for performance and patient outcomes</td>
<td>410</td>
<td>25.05%</td>
</tr>
</tbody>
</table>

**Q3. Which of the following actions will you take as a result of participating in this educational activity (mark all that apply):**

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discuss new information with other professionals</td>
<td>1006</td>
<td>61.45%</td>
</tr>
<tr>
<td>Participate in another activity on this topic</td>
<td>791</td>
<td>48.32%</td>
</tr>
<tr>
<td>Broden my outlook</td>
<td>767</td>
<td>46.85%</td>
</tr>
<tr>
<td>Change my practice/approach</td>
<td>547</td>
<td>33.41%</td>
</tr>
<tr>
<td>None</td>
<td>75</td>
<td>4.58%</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>20</td>
<td>1.22%</td>
</tr>
<tr>
<td>Other</td>
<td>59</td>
<td>3.60%</td>
</tr>
</tbody>
</table>

**Q4. Indicate any barriers that might prevent you from applying this knowledge (mark all that apply):**

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost</td>
<td>115</td>
<td>7.03%</td>
</tr>
<tr>
<td>Lack of experience</td>
<td>195</td>
<td>11.91%</td>
</tr>
<tr>
<td>Lack of opportunity</td>
<td>168</td>
<td>10.26%</td>
</tr>
<tr>
<td>Lack of time</td>
<td>341</td>
<td>20.83%</td>
</tr>
<tr>
<td>Lack of resources</td>
<td>200</td>
<td>12.22%</td>
</tr>
<tr>
<td>Reimbursement/insurance issues</td>
<td>148</td>
<td>9.04%</td>
</tr>
<tr>
<td>Patient adherence/compliance</td>
<td>409</td>
<td>24.98%</td>
</tr>
<tr>
<td>No barriers</td>
<td>760</td>
<td>46.43%</td>
</tr>
<tr>
<td>Other, Please specify</td>
<td>48</td>
<td>2.93%</td>
</tr>
</tbody>
</table>

Total Answered: 1,637
C12 – Analysis with Look-Back at CME Mission

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.

Providers are asked to integrate C11 information with a broader view of the CME program to determine the program’s success at meeting its mission.

Providers will later determine improvement plans centered on this program-based analysis.
C12 – Analysis Conclusions

- Who did we help and how?
- Did we achieve our goals?
- What obstacles exist to achieving our goals?
- Who or what else should have been involved? (i.e., key internal or external stakeholders)
- What are we doing well?
- What are our OFI’s (opportunities for improvement?)
- Are we or aren’t we meeting our mission?
What can you ascertain?

• How did we identify the competence/performance gaps of our learners?
• What trends did we see?
• How many activities did we accredit?
• To whom did we extend joint providership? ....Were there any barriers/limitations?
• Did we reach audiences other than physicians? ....Did we design targeted interprofessional CME?
• What content areas did we cover? ....Which didn’t we and why?
• What formats did we use? ....Was one more significant than another? ....Did this affect attendance?
• Are we looking to expand our technology/digital tools in the future?
• Did we address any public health issues?
• Which of our organization’s strategic initiatives did we address?
• Were our activities designed to foster changes in competence and/or performance?
• What desired outcomes appear to have been achieved?
• Were barriers to change identified? How will we overcome them?
Shared OPE from Pennsylvania Medical Society

<table>
<thead>
<tr>
<th>Activity Type</th>
<th>2017 # of Activities that Occurred in 2017</th>
<th>2018 # of Activities that Occurred &amp; are *Approved for 2018</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Live (in person or webinar)</td>
<td>4</td>
<td>5</td>
<td>+1</td>
</tr>
<tr>
<td>Joint Live (in person or webinar)</td>
<td>37</td>
<td>29</td>
<td>-6</td>
</tr>
<tr>
<td>Direct Enduring Material (print or online)</td>
<td>35</td>
<td>23</td>
<td>-12</td>
</tr>
<tr>
<td>Joint Enduring Material (print or online)</td>
<td>5</td>
<td>6</td>
<td>+1</td>
</tr>
<tr>
<td>Total # of Activities</td>
<td>81</td>
<td>63</td>
<td>-16</td>
</tr>
</tbody>
</table>

*notes: reflects data as of 9/30/2018; our recurring activities (such as SCAN/Child Abuse Reporting, DPP, Core Skills for Physician Leaders, and Managing Patients with Chronic Pain offering same content different times/locations) are each counted as 1 activity; multiple parts/within a series such as Emergency Prep., Opioids, Peru Substance Abuse are each counted (except MMA PLEP). CME Consult is counted as 1 activity (3 issues currently active).

Our Leadership and Practice Management Courses resulted in new strategies:
- Communication with other healthcare providers
- Patient communication & education
- Documentation
- Standardized Processes & Procedures

Our Public Health Courses resulted in new strategies:
- Utilization of system or community resources
- Collection of and/or analysis of patient care data
- Prescribing Practices
- Screening Practices

Our Clinical Specialty Society Conferences resulted in new strategies:
- Implementing new guidelines
- Treatment /therapies and diagnostic tools
- Managing patient data

Potential New Activities/CME Partners for 2019:
- Mental Health (suicide prevention)
- Gun Violence/Regulation
- Health & Environment (Phipps Conservatory/Botanical Gardens)
- Community Health (Social Determinants AmeriHealth-Caritas)
- PI CME for MIPS/MOC
The provider identifies, plans and implements the needed or desired changes in the overall program (i.e., planners, teachers, infrastructure, methods, resources, facilities, interventions) that are required to improve on ability to meet the CME mission.

A provider should identify its own professional practice gaps, in terms of its performance as a CME provider, and create a strategic plan for program improvement based on insights gained in C11 and C12.
What needed changes or improvements have been identified for our overall program?

What is our plan for implementing these changes?
Create SMART goals.

In what time frame will we implement these changes?
Establish a goal, follow it, and communicate it.
### The Art of “SMART”

<table>
<thead>
<tr>
<th></th>
<th>Specific</th>
<th>Measurable</th>
<th>Attainable</th>
<th>Realistic</th>
<th>Time-bound</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do:</td>
<td>Set real numbers with real deadlines.</td>
<td>Make sure your goal is trackable.</td>
<td>Work towards a goal that is challenging, but possible.</td>
<td>Be honest with yourself— you know what you and your team are capable of.</td>
<td>Give yourself a deadline.</td>
</tr>
<tr>
<td>Don’t:</td>
<td>Say, “I want more visitors.”</td>
<td>Hide behind buzzwords like, “brand engagement,” or, “social influence.”</td>
<td>Try to take over the world in one night.</td>
<td>Forget any hurdles you may have to overcome.</td>
<td>Keep pushing towards a goal you might hit, “some day.”</td>
</tr>
</tbody>
</table>
Reporting Your Findings in the Self Study Report

• **C11** – Provide your analysis of changes achieved in your learners. *If possible, include copies of any aggregated data supporting your analysis.*

• **C12** – Provide your program-based analysis on the degree to which the expected results component of your CME mission has been met. *Articulate in specific terms whether you feel you did or didn’t meet your mission.*

• **C13** – Describe the needed or desired changes in the overall CME program.
QUESTIONS
This Concludes Today’s Training

THANK YOU