

# Performance Monitoring System: A Management Tool for Individual Activities and Overall Quality Improvement

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## 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

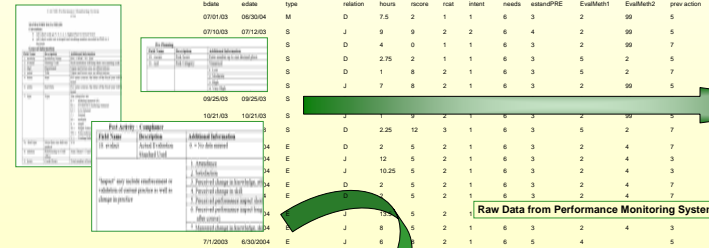
- Regular review and examination of data is essential to monitor performance
- Changes in office processes to capture data
  - Sooner
  - Easier
  - More accurately
- Data is more meaningful in chart/graph format--set up templates to simplify conversion to charts and graphs

## Results

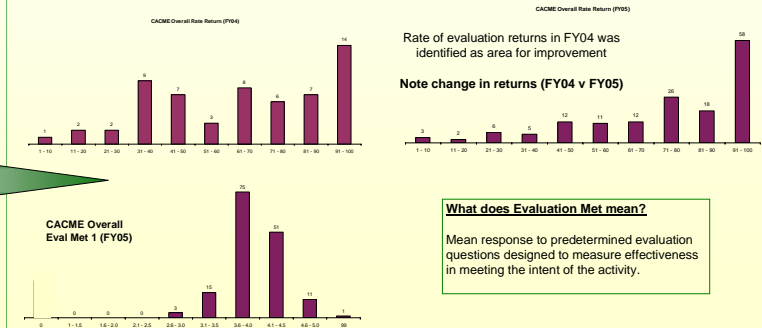
- The value of PM is in the ability for aggregation and analysis.
- improves provider understanding of its overall program and
- provides a dynamic mechanism by which to identify best practices and opportunities for improvement, profile for key indicators, benchmark and easily analyze programs over time

## Performance Monitoring in Action

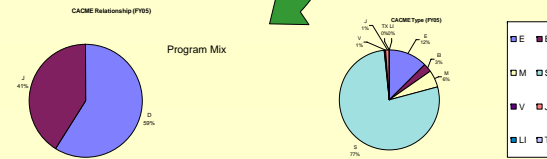
### Sample PM Forms and Graphs: Pre-Planning



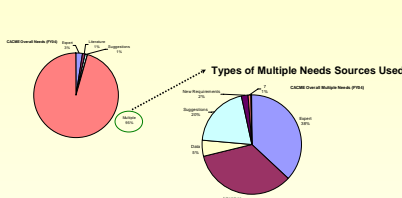
### Sample PM Forms and Graphs: Post-Activity



Relationships:  
Direct v Joint

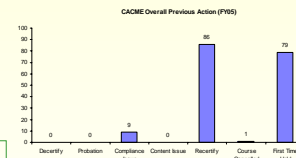


OVERALL NEEDS

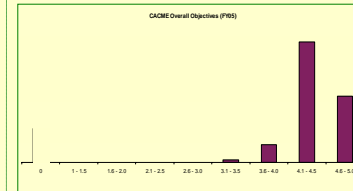


What does Previous Action Mean?

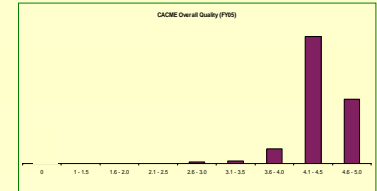
The Previous Action field provides a mechanism to look at issues/recommendation from previous offerings of the activity.



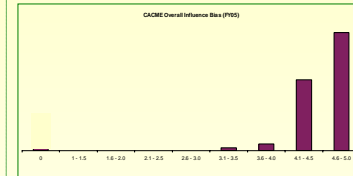
Objectives Met



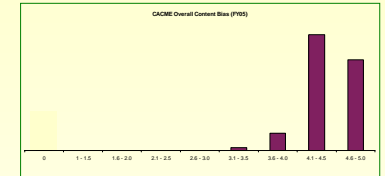
Quality Assessment



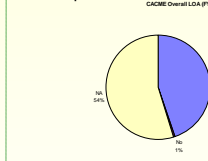
Free From Bias in Content



Free From Bias by Presenters



LOA Compliance



## Lessons Learned

- PM was useful beyond what was anticipated
- PM process is dynamic and responsive to changes in the environment.
- PM evolved into a powerful tool to manage/monitor and analyze complex academic CME programs that may be of use for other CME providers.
- PM continues to evolve

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