

## Outcomes Measurement – Part 2

This is part two, of a three part series, on outcomes measurement. During part one, in the April 2007 issue, the topics of the need for outcomes measurement and measuring results were discussed. “Traditional CE depended on the assumption that physicians would learn from information provided at lectures and that they would apply it to the care of their patients. It is now recognized that most lectures and presentations have a limited impact on patient care unless follow-up activities or actions reinforce learning and enable practice.”

For previous issues of this newsletter, please contact Lisa Helseth at 303-784-5733 or email her at [lhelseth@cfmc.org](mailto:lhelseth@cfmc.org).

### Levels of Outcomes Measurement

There are five levels identified in the widely recognized Outcomes Model. The first, participant satisfaction with the program, speakers and venue, is no longer accepted as a meaningful evaluation. It is still widely used, however, and program planners still find it helpful to know how their selection of topics and presenters are rated.

However, it is not until Level 2 that the learner is at the center. He is asked if the educational activity has prompted a change in knowledge, skills or attitude. Further, he is asked if he intends to change or improve his practice in some way.

As outlined above, Level 3, for the first time, measures the “actual” change or improvement made by a learner. While it is self-reported, and it may be only a slice of the full range of clinician behavior, it puts the learner on the spot to consider the result of his learning to the health status of patients, whether directly under his care or through a relevant process of care.

Ultimately, the goal of outcomes measurement is to reach Levels 4 and 5. These objectively measure change in clinician behavior and in patient health status. In the future,

## Upcoming Activities for 2007

### May 1, 2007

The Medicare Challenge Meetings  
 CFMC Inpatient Team  
 Location: Grand Junction, CO  
[http://www.cfmc.org/hospital/hospital\\_calendar.htm](http://www.cfmc.org/hospital/hospital_calendar.htm)

### May 2, 2007

The Medicare Challenge Meetings  
 CFMC Inpatient Team  
 Location: Ft. Collins / Loveland  
[http://www.cfmc.org/hospital/hospital\\_calendar.htm](http://www.cfmc.org/hospital/hospital_calendar.htm)

### May 3, 2007

The Medicare Challenge Meetings  
 CFMC Inpatient Team  
 Location: Pueblo, CO  
[http://www.cfmc.org/hospital/hospital\\_calendar.htm](http://www.cfmc.org/hospital/hospital_calendar.htm)

### May 8, 2007

PET in the Evaluation of Brain Dysfunction  
 and Related Disease  
 Spokane Advanced Imaging  
 Location: Honolulu, HI

### May 9, 2007

2nd Annual DC Immunization Conference  
 Immunization Coalition of Washington, DC  
 Location: Washington, DC

### May 9, 2007

The Medicare Challenge Meetings  
 CFMC Inpatient Team  
 Location: Denver, CO  
[http://www.cfmc.org/hospital/hospital\\_calendar.htm](http://www.cfmc.org/hospital/hospital_calendar.htm)

### May 10, 2007

CT: What Every Practitioner Needs to Know  
 About Computed Tomography  
 Spokane Advanced Imaging  
 Location: Maui, HI

### May 12, 2007

Nursing Extravaganza 2007  
 Advanced Pharmacy Services, LLC  
 Location: Grand Junction, CO

## Outcomes Measurement – Part 2 *Continued*

we may find CE programs working collaboratively with research arms or data banks that compile specific outcomes from patients.

### Attaining the Possible

It is important to know where we came from and where we are going, but recognizing where we are today allows us to choose the best path for evaluating our continuing education activities. At Colorado Foundation for Medical Care (CFMC), we encourage our staff planners and joint sponsors to critically analyze their steps in planning an activity and to determine what learners should be able to accomplish upon completing the activity. This is not new, but the language of objectives changes to indicate how learning will be applied.

In early 2007, CFMC implemented an Outcomes Measurement tool using their Physician and Nursing Evaluation follow-up form. Certain activities, selected by CFMC, encompass a 30 to 90 day follow-up for participants who attended the accredited CFMC, jointly sponsored or co-provided, educational activities. CFMC is currently developing a more in-depth Outcomes Measurement Tool to be applied to select activities during the middle of 2007. Contact Lorraine Pickrell at 303-784-5761 or [lpickrell@cfmc.org](mailto:lpickrell@cfmc.org), if you would like more information about Outcomes Measurement for your activity.

### Services Aimed for Success

CFMC's primary mission is to improve the quality of health care. The purpose of the Continuing Education program is to promote quality patient care by guiding and supporting physicians, nurses and other health care professionals in their quest to maintain and advance their knowledge and skills and to assist medical organizations to improve their systems and processes for health care. CFMC is in the unique position of having access to state and national databases that generate patterns of care in order to identify problematic clinical issues.

The CE program at CFMC enhances the ability of health care professionals to improve clinical outcomes for patients. Activities with evidenced-based education design produce measurable results and ongoing quality improvement. All attendees make subjective assessments through individual

## Upcoming Activities for 2007 *Continued*

### May 15-16, 2007

2007 NW Immunization Conference: Partnering for Success

Oregon State Immunization Program

Location: Portland, OR

<http://www.oregon.gov/DHS/ph/imm/NWCoord.shtml>

### May 17, 2007

Tobacco Cessation

CCGC

Location: Lafayette, CO

<http://www.coloradoguidelines.org/>

### May 18, 2007

Patient Care Documentation

CPEP

Location: Denver, CO

<http://www.cpepdoc.org/seminars.htm>

### May 19-23, 2007

TEPR '07 - MRI Annual Conference

Medical Records Institute

Location: Dallas, TX

[www.medrecinst.com](http://www.medrecinst.com)

### June 1-3, 2007

Physician Training Symposium

College Pharmacy

Location: Denver, CO

<http://www.collegepharmacy.com/community/eventcalendar.asp>

### June 12, 2007

EMR Road Show

Medical Records Institute

Location: Pittsburgh, PA

[www.medrecinst.com](http://www.medrecinst.com)

### June 13, 2007

EMR Road Show

Medical Records Institute

Location: Philadelphia, NJ

[www.medrecinst.com](http://www.medrecinst.com)

### June 14, 2007

EMR Road Show

Medical Records Institute

Location: Baltimore, MD

[www.medrecinst.com](http://www.medrecinst.com)

### June 15, 2007

Tobacco Cessation

CCGC

Location: Delta, CO

<http://www.coloradoguidelines.org/>

## Services Aimed for Success *Continued*

evaluations. Results of these quality improvement studies and of participant evaluation responses are compiled and used to update needs assessment materials, forecast future continuing education activities and improve content and format development.

**Live Activities:** Whether in person or virtually, these formats range from national conferences and live Internet teleconferences to local workshops, seminars, grand rounds or departmental scientific meetings.

**Enduring Materials:** These materials include printed, recorded, audio, video and/or online/electronic activities that may be used over time.

**Journal-based CME:** This describes the process by which accredited providers identify an article, within a peer-reviewed, professional journal, that serves as a planned learning activity.

**Test Item Writing:** A learning process wherein physicians contribute to the development of high stakes examinations, or certain self-assessment modules, by researching, drafting and defending potential questions.

**Manuscript Review:** Another learning process in which physicians, under the collaborative direction of a journal editor and an accredited provider, critically review assigned journal manuscripts.

**Performance Improvement:** Structured, long-term processes by which a physician or group of physicians can learn about specific performance measures, retrospectively assess their practice, apply these measures prospectively over a useful interval, and re-evaluate their performance.

**Internet Point of Care Learning:** Online learning by physicians on topics relevant to their clinical practice in a structured and self-directed manner. Learning for this activity is driven by a reflective process in which physicians must document their clinical question, the sources consulted and the application to practice.

Contact Lorraine Pickrell at 303-784-5761 or [lpickrell@cfmc.org](mailto:lpickrell@cfmc.org), if you would like more information about the services CFMC can provide to help you succeed.

## Upcoming Activities for 2007 *Continued*

### June 20, 2007

EMR Road Show  
Medical Records Institute  
Location: Richmond, VA  
[www.medrecinst.com](http://www.medrecinst.com)

### June 21, 2007

Maryland Patient Safety Perinatal Collaborative - LS2  
Maryland Patient Safety Center  
Location: Baltimore, MD  
<http://www.marylandpatientsafety.org/>

### June 22-25, 2007

Medical Problems of Musicians and Dancers  
Performing Arts Medicine Association  
Location: Aspen, CO  
<http://www.artsmed.org/>

### August 9-12, 2007

2007 Balance Conference for Women Physicians  
Women's Balance Conference  
Location: Breckenridge, CO  
<http://www.balanceconference.org/>

### September 18, 2007

EMR Road Show  
Medical Records Institute  
Location: San Antonio, TX  
[www.medrecinst.com](http://www.medrecinst.com)

### September 19, 2007

EMR Road Show  
Medical Records Institute  
Location: Austin, TX  
[www.medrecinst.com](http://www.medrecinst.com)

### September 21, 2007

Patient Care Documentation  
CPEP  
Location: Louisville, KY  
<http://www.cpepdoc.org/seminars.htm>

### September 25, 2007

EMR Road Show  
Medical Records Institute  
Location: Phoenix, AZ  
[www.medrecinst.com](http://www.medrecinst.com)

### October 9, 2007

EMR Road Show  
Medical Records Institute  
Location: Washington, DC  
[www.medrecinst.com](http://www.medrecinst.com)

## Feedback

As part of a quality improvement organization, it is our goal to continually strive for improvement. If you have comments or suggestions, we would like to hear from you. Contact Lisa Helseth at 303-784-5733 or email her at [lhelseth@cfmc.org](mailto:lhelseth@cfmc.org)



## Upcoming Activities for 2007 *Continued*

### October 11, 2007

EMR Road Show  
Medical Records Institute  
Location: Atlanta, GA  
[www.medrecinst.com](http://www.medrecinst.com)

### November 1, 2007

EMR Road Show  
Medical Records Institute  
Location: Chicago, IL  
[www.medrecinst.com](http://www.medrecinst.com)

### November 2, 2007

EMR Road Show  
Medical Records Institute  
Location: Detroit, MI  
[www.medrecinst.com](http://www.medrecinst.com)

### November 8, 2007

Maryland Patient Safety Perinatal Collaborative  
Maryland Patient Safety Center  
Location: Baltimore, MD  
<http://www.marylandpatientsafety.org/>

### November 13, 2007

EMR Road Show  
Medical Records Institute  
Location: Tampa, FL  
[www.medrecinst.com](http://www.medrecinst.com)

### November 15, 2007

EMR Road Show  
Medical Records Institute  
Location: Miami, FL  
[www.medrecinst.com](http://www.medrecinst.com)

### November 16, 2007

Doing the Right Thing  
Colorado Patient Safety Coalition  
Location: Denver, CO  
<http://www.coloradopatientsafety.org/>

### November 29, 2007

EMR Road Show  
Medical Records Institute  
Location: Seattle, WA  
[www.medrecinst.com](http://www.medrecinst.com)

### December 3, 2007

Patient Care Documentation  
CPEP  
Location: Denver, CO  
<http://www.cpepdoc.org/seminars.htm>