



# Enhances Skills

Achieving Commendation Series

# Check In...

What changes have you made at this point or have planned to try to achieve a commendation criterion?

# Acknowledgement

ACCME for Accreditation Tips and  
Quiz Questions

# Menu of Criteria for Accreditation with Commendation

Show compliance with 8 of the 16 Commendation Criteria

Including at least 1 from the Achieves Outcomes Category



# Enhances Skills



Optimizes  
Communication  
Skills



Optimizes  
Technical/  
Procedural  
Skills



Creates  
Individualized  
Learning Plans



Utilizes  
Support  
Strategies

# “T-Shirt Size” Submission

Criterion	Small	Medium	Large	X-Large
Determining Size: Activities/Term	<39	40-100	101-250	>250
Optimizes Communication Skills	2 Activities	4 Activities	6 Activities	8 Activities
Optimizes Technical/ Procedural Skills	2 Activities	4 Activities	6 Activities	8 Activities
Creates Individualized Learning Plans	25 Learners	75 Learners	125 Learners	200 Learners
Utilizes Support Strategies*	2 Activities	4 Activities	6 Activities	8 Activities
*And attest to meeting this criterion in at least 10% of activities (but no less than two) during accreditation term.				



# Optimizes Communication Skills

Help learners become more self-aware of their communication skills.



# Optimizes Communication Skills

## Communication Skills Include:

- Verbal
- Nonverbal
- Listening
- Writing

## Communication Can Occur with:

- Patients
- Families
- Teams
- Presentations
- Leadership
- Teaching





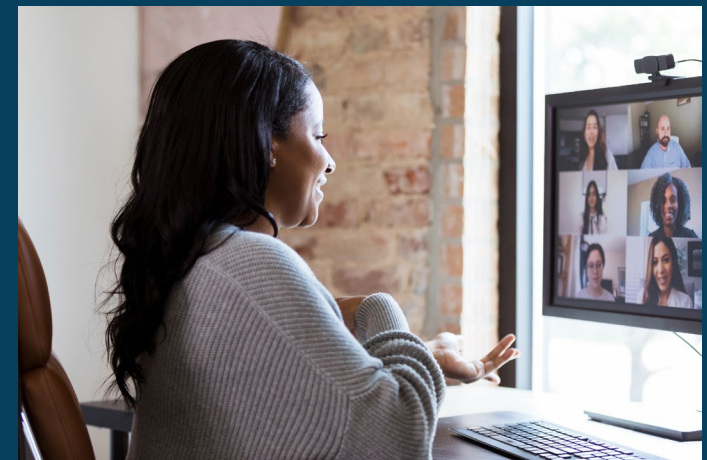


# Optimizes Communication Skills

## CRITICAL ELEMENTS

- Provides CME to improve communication skills
- Includes an evaluation of observed (e.g., in person or video) communication skills
- Provides formative feedback to the learner about communication skills.

S=2; M=4; L=6; XL=8





## Optimizes Communication Skills

A provider offers a live lecture that teaches learners strategies for better empathic care of their patients. Afterwards, learners are required to take a post-activity survey in which they must name at least two specific communication strategies they intend to implement in their practices moving forward.

Would this activity meet the critical elements of the “Optimizes Communication Skills” criterion?

Yes

No



## Optimizes Communication Skills

A provider offers a live lecture that teaches learners strategies for better empathic care of their patients. Afterwards, learners are required to take a post-activity survey in which they must name at least two specific communication strategies they intend to implement in their practices moving forward.

Would this activity meet the critical elements of the “Optimizes Communication Skills” criterion?

**Answer:**

**No**

It’s not clear from this description that the provider has an opportunity to observe learners’ communication skills as part of the activity, or to provide those learners with formative feedback that will help them to gain, retain, or improve their communication skills.



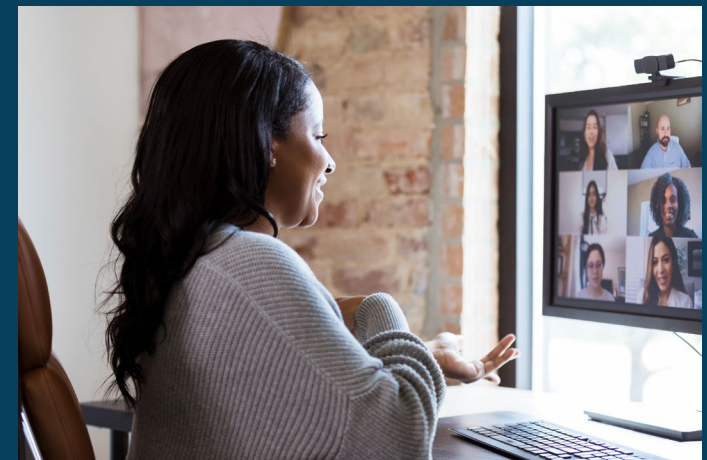
# Optimizes Communication Skills

## CRITICAL ELEMENTS

- Provides CME to improve communication skills
- Includes an evaluation of observed (e.g., in person or video) communication skills
- Provides formative feedback to the learner about communication skills.

## COMMON NONCOMPLIANCE

- No Observations
- No Feedback





# Optimizes Communication Skills

## ACCREDITATION TIPS

- Include opportunities to practice communication skills during the activity.
- Design ways to observe and provide specific feedback to learners during the activity (e.g., role play).
- Observations can be done by faculty or by peers in a small group where they observe each other and provide feedback.



Optimizes  
Communication Skills

**What are you  
currently doing,  
or could you do  
to meet this  
criterion?**



# Optimizes Technical/Procedural Skills

Help learners gain, retain, or improve technical and/or procedural skills.



## Optimizes Technical/Procedural Skills

Psychomotor Skills Include:

- Operative Skill
- Device Use
- Procedures
- Physical Examination
- Specimen Preparation
- Resuscitation
- Critical Incident Management







# Optimizes Technical/Procedural Skills

## CRITICAL ELEMENTS

- Provides CME addressing psychomotor technical and/or procedural skills
- Includes an evaluation of observed (e.g., in person or video) psychomotor technical and/or procedural skill
- Provides formative feedback to the learner about psychomotor technical and/or procedural skill

S=2; M=4; L=6; XL=8



## Optimizes Technical/Procedural Skills

As part of a live course on improving procedural skills, course faculty perform a live demonstration of those skills for the learners. Learners observe the presentation in real time. Three months after the course, learners complete a post-activity survey describing the changes they've made in their practices. Collecting this data allows the provider to analyze changes in learner performance as a result of the activity.

Would this activity meet the critical elements of the "Optimizes Technical/Procedural Skills" criterion?

Yes

No



## Optimizes Technical/Procedural Skills

As part of a live course on improving procedural skills, course faculty perform a live demonstration of those skills for the learners. Learners observe the presentation in real time. Three months after the course, learners complete a post-activity survey describing the changes they've made in their practices. Collecting this data allows the provider to analyze changes in learner performance as a result of the activity.

Would this activity meet the critical elements of the “Optimizes Technical/Procedural Skills” criterion?

**Answer:**

**No**

It does not provide an opportunity for the learner to be observed and evaluated on their own implementation of psychomotor technical and/or procedural skills. In addition, the provider couldn't ensure that the learner received formative feedback.



# Optimizes Technical/Procedural Skills

## CRITICAL ELEMENTS

- Provides CME addressing psychomotor technical and/or procedural skills
- Includes an evaluation of observed (e.g., in person or video) psychomotor technical and/or procedural skill
- Provides formative feedback to the learner about psychomotor technical and/or procedural skill

## COMMON NONCOMPLIANCE

- No Observations
- No Feedback
- Examples not Psychomotor in nature



# Optimizes Technical/Procedural Skills



## ACCREDITATION TIPS

- Plan and implement education in an environment where skills can be practiced and observed (e.g., simulation lab)
- Make video recording of learner practicing skill
  - Instructors can give feedback
  - Learner can also critique themselves (but outside feedback is required to meet criterion)



Optimizes  
Technical/Procedural  
Skills

What are you  
currently doing,  
or could you do  
to meet this  
criterion?



# Creates Individualized Learning Plans

Help individual learners close their practice gaps over time.



## Creates Individualized Learning Plans

Develop individualized educational planning for the learner by:

- Customizing an existing curriculum
- Creating a new CME activity
- Tracking the progress of an individual learner through an existing curriculum
- Working with learners to create self-directed learning plans where the learner assesses their own gaps and selects content to address those gaps







## Creates Individualized Learning Plans

### CRITICAL ELEMENTS

- Tracks the learner's repeated engagement with a longitudinal curriculum/plan over weeks or months
- Provides individualized feedback to the learner to close practice gaps

S=25; M=75; L=125; XL=200



## Creates Individualized Learning Plans

### CRITICAL ELEMENTS

- Tracks the learner's repeated engagement with a longitudinal curriculum/plan over weeks or months
- Provides individualized feedback to the learner to close practice gaps

### COMMON NONCOMPLIANCE

- Not including engagement specific to learners
- Not including feedback specific to learners
- Not tracking/requiring engagement over time



# Creates Individualized Learning Plans

## ACCREDITATION TIPS

- Develop the plan with the learner
- Address knowledge, skill, and/or performance improvements
- Be able to demonstrate that the learning plan differs meaningfully between learners





## Creates Individualized Learning Plans

You design a multi-session CME series targeted to a core group of learners. In order to complete the activity and claim credit, these learners must participate in a majority of the sessions of the series, and you track learner attendance to ensure that learners meet this threshold. At the end of each session, learners complete a self-assessment in which they self-report changes and improvements in their practice. In between these sessions, you aggregate this change data, and you begin each new session by providing a summary of this data to learners, and pointing out key common areas you've identified in which the learners could stand to improve.

Why might this activity not meet the Critical Elements of the “Creates Individualized Learning Plans” criterion?

### Answer in Poll

Learners are not required to attend all sessions of the series.

The activity has multiple learners rather than an individual learner.

Feedback is not individualized for the learners.

Data on performance change is self-reported.



## Creates Individualized Learning Plans

You design a multi-session CME series targeted to a core group of learners. In order to complete the activity and claim credit, these learners must participate in a majority of the sessions of the series, and you track learner attendance to ensure that learners meet this threshold. At the end of each session, learners complete a self-assessment in which they self-report changes and improvements in their practice. In between these sessions, you aggregate this change data, and you begin each new session by providing a summary of this data to learners, and pointing out key common areas you've identified in which the learners could stand to improve.

Why might this activity not meet the Critical Elements of the “Creates Individualized Learning Plans” criterion?

**Answer:**

Feedback is not individualized for the learners.

Providing learners with a summary of aggregated data on changes in their practice does not enable learners to receive individualized feedback which would enable them to close their personal practice gaps.

Breakout  
Discussion



**Creates Individualized  
Learning Plans**

**How could your organization  
create individualized  
learning plans?**

**What would your  
organization need to do this?**



# Utilizes Support Strategies

Reinforce or sustain change.



# Utilizes Support Strategies

## CRITICAL ELEMENTS

- Utilizes support strategies to enhance change as an adjunct to CME activities
- Conducts a periodic analysis to determine the effectiveness of the support strategies, and plans improvements

S=2; M=4; L=6; XL=8

Attest to meeting this criterion in at least 10% of activities (but no less than 2)





# Utilizes Support Strategies

Reinforce or support change by

- Creating, customizing, or making available supplemental services and/or resources
- Sending reminders or key points after activities
- Providing additional reference materials
- Implementing support strategies beyond the education itself to enhance learner change





# Utilizes Support Strategies

## CRITICAL ELEMENTS

- Utilizes support strategies to enhance change as an adjunct to CME activities
- Conducts a periodic analysis to determine the effectiveness of the support strategies, and plans improvements

## COMMON NONCOMPLIANCE

- Not conducting a periodic analysis to determine the effectiveness of support strategies
- Not demonstrating planned improvements



# Utilizes Support Strategies



## ACCREDITATION TIPS

- Think about how you would gather effectiveness data for support strategies
  - When, how, and who would analyze the effectiveness data?
- Plan and implement improvements
- The same strategy can be used on all activities for the attestation



## Utilizes Support Strategies

Every year, to help ensure that learners retain and implement the strategies they've learned in your annual meeting, you provide all of the activity's registrants with access to an online learner portal which includes additional resources, practice toolkits, archived recordings from the activity, and forums where learners can continue to engage in discussion with one another and even ask meeting presenters follow-up questions. You feel confident that this portal is a robust tool for learners after the annual meeting comes to a close.

Does this support strategy meet the critical elements of "Utilizes Support Strategies" criterion?

Yes. This is an effective adjunctive support strategy for learners.

No. This is NOT an effective adjunctive support strategy for learners.

Not yet. The effectiveness of this support strategy needs to be analyzed and might benefit from improvements.



## Utilizes Support Strategies

Every year, to help ensure that learners retain and implement the strategies they've learned in your annual meeting, you provide all of the activity's registrants with access to an online learner portal which includes additional resources, practice toolkits, archived recordings from the activity, and forums where learners can continue to engage in discussion with one another and even ask meeting presenters follow-up questions. You feel confident that this portal is a robust tool for learners after the annual meeting comes to a close.

Does this support strategy meet the critical elements of "Utilizes Support Strategies" criterion?

**Answer:**

Not yet. The effectiveness of this support strategy needs to be analyzed and might benefit from improvements.

Without periodically gathering data on its effectiveness and conducting an analysis, there's no way to know for sure if this is a great tool for your learners. Conducting periodic analyses on the effectiveness of your support strategies will help you determine what types of improvements you can make to them.

Breakout  
Discussion



## Utilizes Support Strategies

**What support strategies does  
your organization use?**

**If you don't use any, what  
might you be able to  
implement?**

# In the Chat...

Optimizes  
Communication  
Skills

Optimizes  
Technical/  
Procedural Skills

Which of these 4  
Enhances Skills criteria do  
you think your organization  
could meet?

Creates  
Individualized  
Learning Plans

Utilizes Support  
Strategies

# Homework!



Identify activities already offered or upcoming that might meet these criteria – add them to your Commendation Activities Tracker

Brainstorm changes that can be implemented to meet these criteria (great way to hit the Program Improvements criterion as well!)



# For More Information

Visit the ACCME Website:

[Achieve Commendation](#)

[Compliance Library](#)

Next Session  
**Demonstrates  
Educational Leadership**

Thursday, July 11, 2024  
9-10 am  
Via Zoom

# Thank You

If you have further questions or want to discuss how your activities might meet these criteria, contact me at [eciccarelli@mainemed.com](mailto:eciccarelli@mainemed.com)