



Stakeholder Survey: Meeting the Future Needs of the Healthcare Community

The Accreditation Council for Continuing Medical Education (ACCME®) issued a brief online survey asking stakeholders how the ACCME could best meet the future needs of the accredited continuing education (CE) community, CE learners, and the healthcare community.

The survey was open from May 8 to June 8, 2015. There were 186 respondents who submitted 401 unique priorities. Each respondent was asked to identify a maximum of three priorities.

The ACCME reviewed and appreciates the responses. The survey responses informed the discussions at the strategic planning retreat convened by the Board of Directors in July 2015.

Overall, the responses indicate the stakeholder community's support for the ACCME's current [strategic imperatives](#) and trajectory. Respondents want the ACCME to continue to provide education, communications, and resources to support the accredited CE community. They want the ACCME to prioritize the continued simplification and evolution of the accreditation requirements and process, including implementing the proposed commendation criteria. They recommend that the ACCME continue its strategies of leadership and engagement in response to the evolving healthcare system, including promoting the value of accredited CME, fostering interprofessional continuing education (IPCE), and facilitating the alignment of continuing professional development (CPD) systems.

The ACCME categorized the responses by topic to facilitate the process of reviewing and discussing the priorities identified by stakeholders. Following are tables showing the results, accompanied by a brief summary of the responses related to each topic.

Table 1: Stakeholder Survey Responses by Topic

| Topic | # of Priorities | % of Priorities |
|---|------------------------|------------------------|
| Engage/educate stakeholders and providers | 94 | 23% |
| Evolution of requirements and process | 68 | 17% |
| Leadership and engagement | 65 | 16% |
| Simplification | 55 | 14% |
| Alignment | 49 | 12% |
| CME content and pedagogy | 32 | 8% |
| Standards for Commercial Support and related policies | 20 | 5% |
| Equivalency/state support | 18 | 4% |
| Total | 401 | 100% |

Percentages have been rounded.

Table 2: Stakeholder Survey Responses by Organization Description

| Organization Description | # of Respondents | % of Respondents |
|---|-------------------------|-------------------------|
| ACCME-accredited provider | 88 | 47% |
| State-accredited provider (provider accredited by an ACCME Recognized Accreditor) | 48 | 26% |
| ACCME Recognized Accreditor (state medical society) | 16 | 9% |
| Physician/healthcare professional | 15 | 8% |
| Other | 13 | 7% |
| ACCME member organization | 5 | 3% |
| ACCME-defined commercial interest | 1 | 1% |
| Total | 186 | 100% |

Percentages have been rounded.

Summary of Responses

Engage/Educate Stakeholders and Providers

94 Priorities (23%)

Respondents ask the ACCME to continue to expand its customer service through education, resources, communications, and support for CME providers. They also want the ACCME to foster collaboration among providers; and to provide practical ideas about program management and professional/leadership development for CME staff. They are seeking the ACCME's guidance as educators, asking the ACCME to provide models and best practices in areas such as outcomes. In addition, respondents ask the ACCME to continue to clarify accreditation requirements and expectations.

Evolution of Accreditation Requirements and Process

68 Priorities (17%)

Respondents ask the ACCME to continue to evolve the accreditation system to facilitate quality CME and an increased focus on outcomes, while maintaining the processes and requirements that have proven effective and valuable. Some respondents recommend that the ACCME prioritize implementing the [proposed commendation criteria](#).

Leadership and Engagement

65 Priorities (16%)

Respondents ask the ACCME to continue its leadership role in areas such as positioning CME as a strategic partner in health improvement initiatives and promoting the value of accredited CME to a spectrum of stakeholders, including the government and healthcare consumers. They want the ACCME to continue to collaborate and engage with stakeholders; focus on public health, interprofessional continuing education (IPCE), and international CME; facilitate the integration of quality improvement and education; and conduct research about impact of CME on quality and outcomes.

Simplification

55 Priorities (14%)

Respondents ask the ACCME to continue the [simplification](#) of the accreditation requirements and process, while retaining processes that ensure the validity and value of accreditation.

Alignment

49 Priorities (12%)

Respondents ask the ACCME to continue facilitating alignment of requirements and processes across the medical education continuum, credit systems, CPD systems, and healthcare system. This includes alignment with the American Medical Association Physician's Recognition Award (PRA), Maintenance of Certification (MOC), graduate medical education, interprofessional education, and quality improvement.

CME Content and Pedagogy

32 Priorities (8%)

Some respondents specifically identify content areas or educational principles that they think the ACCME should focus on. They ask for resources to develop programs that address specific educational needs, citing as an example the ACCME partnership with the American Hospital Association (AHA) to provide Ebola education packages for CME providers.

Standards for Commercial Support and Related Policies

20 Priorities (5%)

Some respondents ask that the ACCME revisit commercial support and conflict of interest guidelines and provide clarification in response to emerging issues in the healthcare environment. They ask for more tools to support compliance with the Standards for Commercial Support: Standards to Ensure Independence in CME ActivitiesSM.

Equivalency/Support for ACCME Recognized Accreditors and State-accredited Providers

18 Priorities (4%)

Respondents commend the ACCME for its support of [Recognized Accreditors](#), and want the ACCME to continue that support, including promoting the value of local CME. Some express concerns about limited resources and decreases in the numbers of state-accredited providers.