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Alfonso Negri

Secretary General

Rome CME/CPD Group

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“Performance improvement”

- **Performance improvement** (PI) activities describe 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

PROVIDER'S ROLE

- **Establish an oversight mechanism** that assures content integrity of the selected performance measures. These measures **must** be evidence based and well designed. PI activities may address any facet (structure, process or outcome) of a physician's practice with direct implications for patient care.
- **Provide clear instructions to the learner** that define the educational process of the PI activity (documentation, timelines, etc.) and establish how they can claim credit.
- **Validate the depth of physician participation** by a review of submitted PI activity documentation. Providers may award credit to physicians for completing defined stages of the PI activity. When requested, supply specific documentation of such credit to participating physicians.
- **Provide adequate background information** so that physicians can identify and understand the performance measures that will guide their PI activity, and the evidence base behind those measures. Providers may deliver this education through live activities, enduring materials or other means

Provider's role

- **Providers must ensure that participating physicians integrate all three stages described below to develop a complete, structured performance improvement activity.**

Stage A: Learning from current practice performance assessment

- Assess current practice using identified performance measures, either through chart reviews or some other appropriate mechanism. Participating physicians should be actively involved in data collection and analysis

Stage B: Learning from the application of PI to patient care

- Implement an intervention based on the performance measures selected in Stage A, using suitable tracking tools (e.g., flow sheets). Participating physicians should receive guidance on appropriate parameters for applying an intervention and assessing performance change, specific to the performance measure and the physician's patient base

Literature

- **A clinical performance measure** is a mechanism that enables the user to quantify the quality of a selected aspect of care by comparing it to a criterion.
(Institute of Medicine, 2000)
- **Evidence based medicine** is “the integration of best research evidence with clinical expertise and patient values.

Sackett DL, Strauss SE, Richardson WS, et al.
“Evidence-based medicine: How to practice and teach EBM.” Second edition. London: Churchill Livingstone; 2000.

Stage C: Learning from the evaluation of the PI effort

- Re-evaluate and reflect on performance in practice (Stage B), by comparing to the assessment done in stage A. Summarize any practice, process and/or outcome changes that resulted from conducting the PI activity.