

THE PENNSYLVANIA STATE UNIVERSITY  
PENN STATE MILTON S. HERSHEY MEDICAL CENTER  
DEPARTMENT OF CONTINUING EDUCATION G220  
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PENNSTATE HERSHEY  
College of Medicine

A continuing education service of Penn State College of Medicine

*Improving  
Congestive  
Heart Failure  
Patient Care  
Through  
PI CME*

Eligible for CME credit  
through July 31, 2011

## WHAT IS PERFORMANCE IMPROVEMENT CME?

Performance Improvement (PI) CME is a unique category of CME which allows physicians to earn credit for longitudinal learning activities which incorporate evidence-based performance measures, retrospective practice assessment, structured learning, quality improvement, and self-education. PI CME is a three-step process which begins with an assessment of a physician's current practice using identified evidence-based performance measures. 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). The participating physician receives feedback comparing their performance to their peers. The second stage of PI CME involves the implementation of an intervention based on the performance measures assessed in the practice. The third stage involves re-evaluation of performance in practice, including reflection and summarization of outcome changes resulting from the PI CME activity. Physicians completing all three stages may claim a total of 20 credits in this nationally standardized format.

## HOW DOES PI CME WORK?

### **STAGE A:** Learning from current practice performance assessment

The participant will assess his/her current practice, using identified evidence-based performance measures provided through a patient chart review. The participant should be actively involved in the data collection. The Continuing Education office will collect the completed patient chart review form and will compile data and provide feedback to the participant.

### **STAGE B:** Learning from the application of Performance Improvement to patient care

The participant will identify practice gaps as a result of the feedback received from his/her patient chart review and participate in an educational intervention (examples: conference, monograph, literature review). The participant will develop and implement an individual action plan and submit a copy to the Continuing Education office.

### **STAGE C:** Learning from the evaluation of the Performance Improvement effort

Approximately three to six months following the completion of Stage B, the participant will re-evaluate his/her performance in practice by completing a patient chart audit and submitting it to the Continuing Education office. The participant will be provided with feedback and an evaluation/self-reflection form to summarize any practice, process, and/or outcome changes that resulted from conducting the PI activity.

## NEEDS ASSESSMENT

Heart failure is a major public health problem in the United States, responsible for an estimated 12 to 15 million office visits and 6.5 million hospital days annually. More Medicare dollars are spent for the diagnosis and treatment of heart failure than any other DRG. Despite research and medical advances, the mortality of heart failure patients remains high. As demonstrated by the ADHERE data, there remains significant variability among hospitals in conforming to heart failure quality of care indicators. Establishing initiatives to promote education and standardize care of the heart failure patient would be expected to improve both patient care and outcomes.

## TARGET AUDIENCE

This PI CME activity is designed for primary care providers, including family practice and internal medicine physicians, physician assistants, and nurse practitioners.

## OBJECTIVES

Upon completion of the PI CME activity the participant will be able to:

- Recognize individual practice patterns in managing CHF using a performance measure chart audit tool
- Compare the individual participant's performance measure results to peer performance measure results
- Identify potential barriers to meeting performance measures and propose an action plan to address these barriers
- Re-evaluate strategies for improved patient care through chart auditing

## HOW CAN I GET STARTED?

Upon receipt of completed registration form, the CE office will provide the participant with the following materials:

### Stage A

1. Chart audit tool with instructions to audit 10 applicable patient charts
2. Preprinted label to return completed chart audit tool

### Stage B

Upon completion of Stage A, the CE office will provide the participant with the following:

1. Feedback comparing individual performance to peer performance
2. Link to web-based congestive heart failure education
3. Instructions to develop and implement an individual action plan to address and manage identified clinical practice gaps

### FOR MORE INFORMATION

- Call: 717-531-6483
- E-mail: [ContinuingEd@hmc.psu.edu](mailto:ContinuingEd@hmc.psu.edu)

### Stage C

Approximately three to six months following the completion of Stage B, the CE office will provide the participant with the following materials:

1. Chart audit tool with instructions to perform second audit on 10 patient charts
2. Preprinted label to return second completed chart audit tool
3. Evaluation/self-reflection form

## CREDIT

Penn State College of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

Penn State College of Medicine designates this educational activity for *AMA PRA Category 1 Credits™*. Physicians should only claim credit commensurate with the extent of their participation in the activity.

- A maximum of 5 *AMA PRA Category 1 Credits™* following completion of Stage A
- A maximum of 5 *AMA PRA Category 1 Credits™* following completion of Stage B
- A maximum of 5 *AMA PRA Category 1 Credits™* following completion of Stage C
- A maximum of 5 *AMA PRA Category 1 Credits™* following completion of all three stages (A–C) of a structured PI CME activity

The program includes 20 hours of patient safety/risk management education as required by the Pennsylvania State Board of Medicine.

This activity has been reviewed and is acceptable for up to 20 Prescribed credit(s) by the American Academy of Family Physicians.

This activity has been approved by the American Board of Family Medicine as an external provider of Part IV Maintenance of Certification for Family Physicians credit.

## DISCLOSURE

Penn State College of Medicine is committed to offering CME programs that promote improvements or quality in health care and are developed free of the control of commercial interests. Reasonable efforts have been taken to ensure that our programs are balanced, independent, objective, scientific, and in compliance with regulatory requirements. The planning committee has disclosed all relevant financial relationships with commercial companies, and Penn State has a process in place to resolve any conflict of interest.

The committee members who were involved in the development of this activity have no relevant financial relationships with any commercial interests.

## IMPROVING CHF PATIENT CARE THROUGH PI CME

### Eligible for CME credit through July 31, 2011

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Register by phone, fax, or mail. If you do not receive a confirmation from Penn State within two weeks, call our office to confirm.

Name (first name, M.I., last name) Degree/Credentials

E-mail Address (Print legibly. We use this for confirmation/program materials.)

Home Address

City State Zip Code

Daytime Phone Evening Number Fax Number

Specialty/Position

Hospital or Organization

Street Address (HMC/COM employees—provide dept. name/mail code)

City State Zip Code

Please check if you are an HMC/COM employee.

**There is no fee for this program; however, preregistration is required.**

**Mail to:** Registrar  
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**Phone:** 717-531-6483

**Fax to:** 717-531-5604

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