

# ELEVATING EDUCATION

by Interprofessional Continuing Education (IPCE)

## IPCE INTRODUCTION | Welcome

Welcome to the inaugural edition of the new IPCE Newsletter designed for the regularly scheduled series (RSS) community. As I reflect on the many challenges of 2020, I'm awed by everything we accomplished together. We implemented a new learning management system (LMS) on an incredibly vast scale and pivoted to provide a virtual platform for the bulk of our education. I'm still waiting on the final numbers to report to the ACCME, ANCC, and ACPE but we believe our numbers for 2020 will be very close to what they have historically been in the past. Thank you for the passion and commitment you bring to education, our caregivers, patients & families, and for partnering with Interprofessional Continuing Education (IPCE).

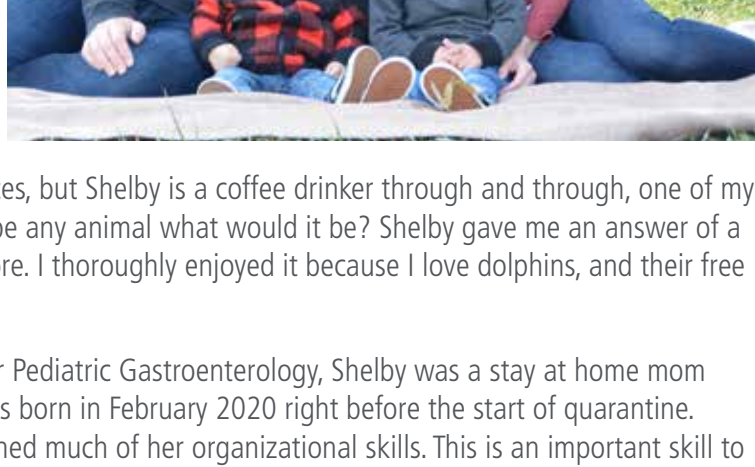
Kind regards,  
**Jonell Murray, MBA-HM, MS & IPCE Team**

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## GET TO KNOW YOUR COORDINATOR | Shelby Fox, BA

As IPCE coordinators, we work closely with a variety of people in multiple professions to offer a successful accredited event. RSS coordinators working in individual units are critical to the success of our program, but how often do we take time to learn about them and their interest? Most of our conversations revolve around upcoming RSS's, flyers or working together to get speaker paperwork completed, and there is very little time to get to know each other on a personal level.



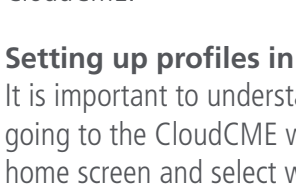
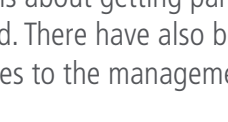
We would like to spotlight Shelby Fox who works in Pediatric Gastroenterology at Primary Children's Hospital. Shelby is new to the department and started working there at the end of September 2020. I asked Shelby an assortment of questions so that I could find out more about her work life and her life outside of work. To learn more about Shelby I asked what is her favorite drink? In IPCE, Diet Coke is one of the top choices, but Shelby is a coffee drinker through and through, one of my people. My other question for Shelby was, if she could be any animal what would it be? Shelby gave me an answer of a dolphin, and I must say I haven't heard this answer before. I thoroughly enjoyed it because I love dolphins, and their free spirit in the ocean.

Before taking the position of Administrative Assistant for Pediatric Gastroenterology, Shelby was a stay at home mom to her two fun boys, Radley and new son Rhett, who was born in February 2020 right before the start of quarantine. Before this, she was a personal assistant, where she gained much of her organizational skills. This is an important skill to have when working closely with providers, in order to complete tasks like scheduling, managing expenses, and license renewals. Shelby finds working with providers exciting, and interesting and is one of her favorite parts of this job. Shelby has found that everyone she has worked with so far has been welcoming and positive during a challenging time. I'm also interested in finding out what good work hacks people have that can help others stay organized. Shelby said hers is making sure to set up calendar reminders to ensure nothing falls through the cracks. I think this is very useful and will be using this tactic in the future. Shelby enjoys checking things off her "To-Do List" and finds this to be very motivating. We can all relate to that feeling of crossing off a task that has been lingering around for a while, it is a very satisfying feeling.

Shelby has two kids and two cats, enjoys spending time with her family whenever she can, and mentioned there is always time to binge watch "Friends". Shelby and her husband decided to trade the outdoors of Bend, Oregon for the outdoors of Utah. Shelby mentioned the food and the outdoor activities in Bend are worth a trip if anyone needs a suggestion for a trip post COVID. In college, Shelby used to play softball, and before COVID she enjoyed playing slow pitch softball with friends.

I wanted to thank Shelby for taking time to answer my questions so we could all get to know her better. I hope that we can all take time to learn a little more about each other. I have had a great time getting to know Shelby these past few months, and I can't wait to keep working with her to learn even more!

**Ana Smith, MS**  
 Accredited Education Coordinator  
 Interprofessional Continuing Education



## PROFILE CREATION | CloudCME

Since the launch of our new Learning Management System (LMS), CloudCME, there have been many improvements to how accredited education at Intermountain Healthcare is managed. We now can text in a code to receive credit, access to a user-friendly mobile app, and a self-service platform where users can download their own transcripts directly from the LMS system. While there have been many advantages to CloudCME, there has been some concerns about getting participants to set up their CloudCME profiles so they can claim credit for the sessions they attend. There have also been issues with the management of profiles, in general. Here are some useful tips when it comes to the management of profiles in CloudCME.

### Setting up profiles in CloudCME

It is important to understand how profiles are created in the system. Preferably, the user sets up their own profile by going to the CloudCME website (<https://intermountain.cloud-cme.com/>), clicking on "Sign In" at the top left of the home screen and select whether they are an "Intermountain Healthcare Caregiver" or a "Non-Intermountain Healthcare Caregiver". Those caregivers who are employed by Intermountain Healthcare, and have the following email addresses, will select "Intermountain Healthcare Caregiver" and sign in with their Intermountain Healthcare login information:

- @imail.org
- @imail2.org
- @imailnv.org
- @selecthealth.org

This will automatically set them up in the system and they will be directed to complete the remainder of their profile. For caregivers who do not have those email addresses listed above, or would prefer to use a different email address, even if they are an Intermountain Healthcare caregiver, they would select the "Non-Intermountain Healthcare Caregiver" option. This can be confusing for providers who are affiliated with Intermountain Healthcare and have an @imail2.org but are directly employed by another employer because they could select either option (i.e. a University of Utah provider who is also affiliated with Intermountain Healthcare). This is one reason it is important for caregivers to set up their own profile because they can choose what email they'd prefer to use. It is also important for caregivers to understand that once they log in and set up a profile, they must only use that profile in the system to avoid creating multiple accounts.

### Multiple accounts in CloudCME

Users with multiple accounts in CloudCME cause some of the most common issues in the system, especially when it comes to missing credit on users' transcripts or having access to the "Faculty" tab if they are assigned as a speaker for an activity. It becomes difficult to track a user's information if there are multiple accounts and causes a lot of confusion for the user, the RSS coordinator and the IPCE staff. Therefore, it is important for the user to set up their own profile as to avoid these issues and causing confusion.

There are several reasons why multiple accounts are created for users. One common reason is that someone who is affiliated with Intermountain Healthcare and has an Intermountain email address may log in as an "Intermountain Healthcare Caregiver", but later sign in as a "Non-Intermountain Healthcare Caregiver", creating two separate profiles. Another reason there are multiple profiles created for a user is that someone created a profile for a user on the back end (i.e. someone in the IPCE department), but then later the user created another profile with a different email address without knowing that they already had a profile set up. Whatever the reason is that a user has multiple accounts in the system, there is a way for the IPCE department to merge accounts so that there is only one account per user in the system and avoid any issues or confusion with profiles. Please contact the IPCE department at ipce@imail.org if there are any users that need to have their accounts merged.

### Empowering caregivers to set up profiles

You will want to empower people to set up their profile in CloudCME. This is important for the caregivers so they can easily track their accredited education and receive credit, but it is also important for the IPCE department because it helps to track how many people attended and claimed credit. While it is the responsibility of the caregiver to claim credit, there are opportunities for the RSS coordinator to encourage participants to set up their profiles and claim credit. A practice you may want to implement is asking participants at the end of each session if they need any assistance setting up their profiles. You can then work with them individually on setting their profile up.

On the CloudCME landing page, there is a section at the bottom right titled "RSS Coordinator Job Aids". There is a list of "How-to" handouts that can be sent to participants who are struggling in various areas in CloudCME. One helpful handout is the "Profile Setup" handout. This handout lays out each step of how to set up a profile. The "SMS Texting" handout would also be very helpful. This handout is useful because it goes through each step on how to pair participant's phone numbers to their CloudCME profiles so they can text in credit.

It is recommended to send out both handouts to those caregivers who are having difficulties setting up their profile or claiming credit for attending the session. You will also want to let the caregiver know that this is a one-time process and that once their profile is set up, they can easily just text in the code for each session they attend.

### Questions

If there are any questions about setting up profiles for caregivers, please contact the IPCE department at ipce@imail.org or (801) 507-8470.

**Jacob Shaw, MBA**  
 Business Analyst  
 Interprofessional Continuing Education

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## ASK ACCREDITATION | Frequently Asked Questions

### Ask Accreditation Team:

Every Ask Accreditation segment will rotate through authors to focus on each pillar of continuing education.

- **Miguel Knochel, MD, FAAP** (Pediatric Education)
- **Jonell Murray, MBA-HM, MS**
- **Lisa Saturnino, MD, FAAP** (Adult Education)
- **Elizabeth Sebranek EAAPS, PharmD, BCPS, BCGP** (Pharmacy Education)
- **Lindsay Tatton, MSNED, RN, NPD-BC, CNE** (Nursing Education)

### What are some simple ways for my speakers to make their talks more interesting and memorable?

Here are a few ideas, with the shortest first:

- **Ask certain speakers to shorten the presentation portion of their talks** to allow time for questions, processing, and discussion, while keeping the total learning time the same.
- **Add reflection questions** during the talk: "Now you've learned a new approach to this illness. Let's pause for 20 seconds and I'd like you to please reflect on what barriers you might face in daily practice trying to implement this new approach."
- **Learner response** in chat during the talk: "Type in the chat, from 1 to 5, how easy would it be for you to implement the new process tomorrow?"  
 "Now, for those of you who answered 1 or 2, please type one or two words on what the barriers might be."
- **Case-based presentation**, with pauses for **learners to commit to a decision** (e.g. next step, next test, most likely diagnosis, next treatment) as the case unfolds. They could commit in their minds, but it's even more helpful to ask learners to write down their next step (on a scrap of paper, or in the chat for online learners).
- **Learners go into 2-minute breakout groups** at least once during the talk (often best with 2 or 3 per group) to troubleshoot implementing what they've learned, or to share with each other what their own personal take-home learning has been so far, etc. Reporting back to the larger group is usually not needed. If you do this, you'll have 1 or 2 groups report. If you do have some report back, you've also accomplished your evaluation of the effectiveness of the session, in real time.



**Miguel Knochel, MD, FAAP**  
 Medical Director - Adult Education  
 Interprofessional Continuing Education

### What's the most common accreditation trip-up for Regularly Scheduled Series?

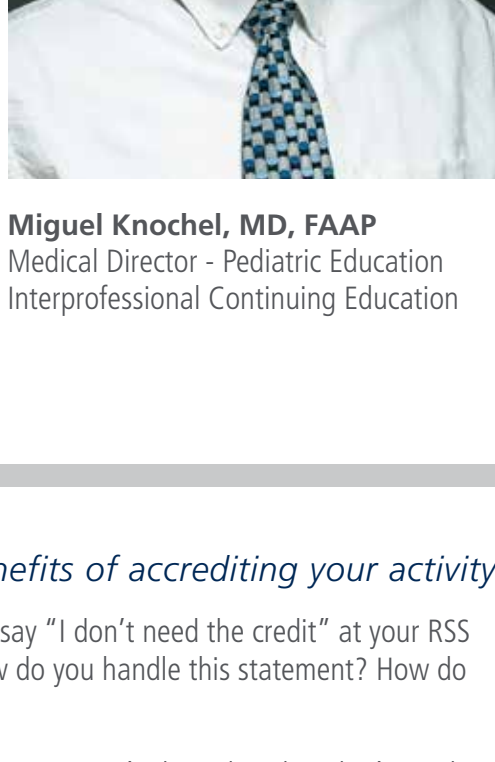
Failure to disclose financial conflicts of interest to learners for speakers and planners. All planners and speakers need to have their financial relationships with ineligible companies\* disclosed to learners. If you make sure these conflicts are listed on each flyer, and on a disclosure slide after the title slide, and verbally disclosed as well, then it won't fall through the cracks.

\*ACCME-defined ineligible companies ([page 4 of https://accme.org/publications/standards-for-integrity-and-independence-accredited-continuing-education-standalone](https://accme.org/publications/standards-for-integrity-and-independence-accredited-continuing-education-standalone)) have a primary business in healthcare products used on patients, e.g. drugs & medical devices (including biomedical startups in an approval process), proprietary lab products.

A financial interest means receiving any money (e.g. royalties, consulting fees) in the company in the past year (starting Jan. 2022 this will be 2 years), and this must be disclosed to learners.

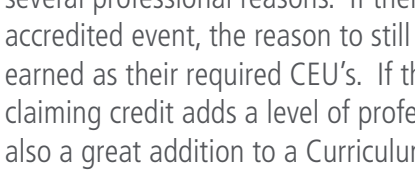
Owners or employees of these companies have "unresolvable financial relationships" and must be excluded from planning or speaking (with rare exceptions as defined by ACCME).

ACCME-defined **eligible organizations** that can plan education and do not need reporting or disclosure include: clinics, hospitals, insurance, informatics, data analysis, non-healthcare-related, non-medical-device Apps, publishers (e.g. UpToDate, Elsevier) most laboratories & pharmacies, government/nonprofit agency (e.g. NIH, CDC, advocacy foundations), and startups without products in a regulatory approval process.



**Miguel Knochel, MD, FAAP**  
 Medical Director - Pediatric Education  
 Interprofessional Continuing Education

## DO YOU NEED CREDIT | Benefits of accrediting your activity



How often have you heard an attendee say "I don't need the credit" at your RSS session? What is your response and how do you handle this statement? How do you know who really needs credit?

There are a few ways you can respond to someone's claim that they don't need credit. I most often respond "but I do!" Ideally everyone who attends an event that is accredited for interprofessional continuing education claims credit. This is how attendance is tracked, and if an RSS series has a poor attendance record, the accreditation can be at risk. Intermountain Healthcare is accredited through three professional organizations, ACCME (physician), ANCC (nursing) and APCE (pharmacy), every year the Interprofessional Continuing Education (IPCE) Department is required to report attendance and credits claimed. We have a very robust continuing education program, and that is thanks to the many caregivers that claim credit when attending an accredited event, and therefore we need everyone in attendance to continue to claim credit.

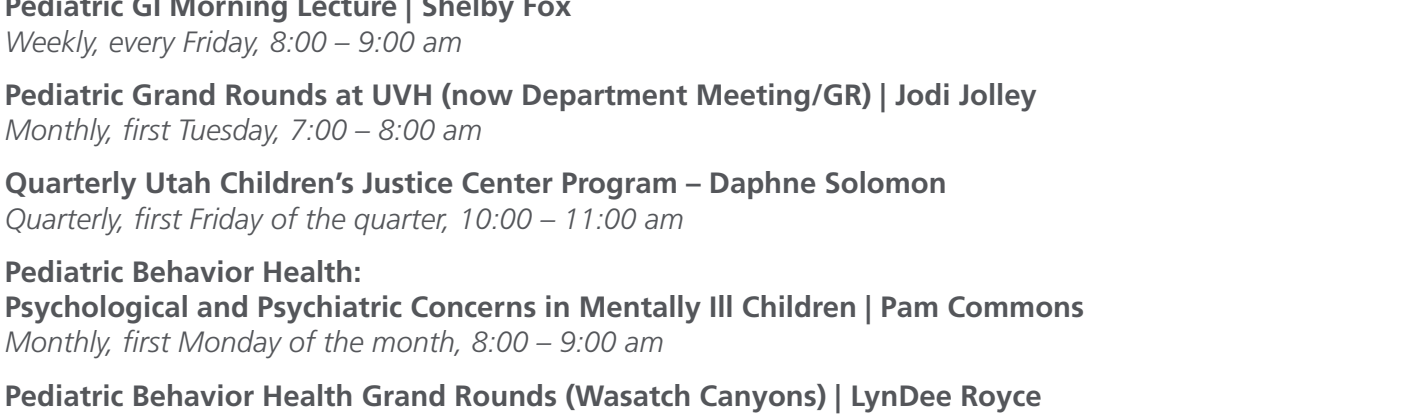
For those caregivers that may need a more centric reason to claim credit for the education they attend, there are several professional reasons. If their credentials don't match the credit being given, i.e. social worker attending an AMA accredited event, the reason to still claim credit is that their accrediting body will often still honor non-physician CME earned as their required CEU's. If they are a student, resident or fellow, they may not need the credit for licensure, but claiming credit adds a level of professionalism and dedication to their education. A continuing education transcript is also a great addition to a Curriculum Vitae, and something to highlight on future professional endeavors.

There are many benefits to claiming continuing education credit, so next time someone says they don't need the credit you can offer any of the reasons above as to why they should reconsider. If for no other reason, help the RSS series emphasize its high-quality educational content by accurately recording who attended.

[LEARN MORE](#)

**Amanda Kirk, MPA**  
 Accredited Education Coordinator  
 Interprofessional Continuing Education

## PEDIATRICS & WOMEN'S HEALTH EVENTS | Regularly Scheduled Series



- ▶ **Pediatric GI Morning Lecture | Shelby Fox**  
 Weekly, every Friday, 8:00 – 9:00 am
- ▶ **Pediatric Grand Rounds at UVH (now Department Meeting/GR) | Jodi Jolley**  
 Monthly, first Tuesday, 7:00 – 8:00 am
- ▶ **Quarterly Utah Children's Justice Center Program – Daphne Solomon**  
 Quarterly, first Friday of the quarter, 10:00 – 11:00 am
- ▶ **Pediatric and Psychiatric:**
- ▶ **Psychological and Psychiatric Concerns in Mentally Ill Children | Pam Commons**  
 Monthly, first Monday of the month, 8:00 – 9:00 am
- ▶ **Pediatric Behavioral Health Grand Rounds (Wasatch Canyons) | LynDee Royce**  
 Monthly, third Wednesday, 12:00 – 1:00 pm
- ▶ **Pediatric Grand Rounds**  
 Weekly, Thursday, 8:00-9:00 am (September – May)
- ▶ **Safe and Healthy Families | Tori Gean**  
 CAP Case Conferences – Weekly, Wednesday, 9:00-10:30 am  
 CAP Journal Club – Monthly, last Thursday of the month, 12:00-1:00 pm  
 CAP Monthly Lecture – Monthly, second Thursday, 12:00-1:00 pm
- ▶ **Pediatric Research in Progress | Nancy Nielsen**  
 Weekly, Fridays, 12:00-1:00 pm
- ▶ **Pediatric Pathology | Krista Grant**  
 Grand Rounds – Monthly, Second Wednesday, 12:00-1:00 pm  
 Interdisciplinary Case Conference – Bi-Weekly, Tuesday and Thursday, 2:00-3:00 pm
- ▶ **Pediatric Sleep Conference | Ashly Medlyn**  
 Monthly, third Friday, 12:00-1:00 pm
- ▶ **Quality Improvement in Progress | Shelly Sorenson**  
 Weekly, Thursday
- ▶ **Pediatric Neurology Grand Rounds | Channing Jackson**  
 Weekly, Friday, 12:00-1:00 pm
- ▶ **PCH Ethics Committee | Chelsea Yeates**  
 Monthly, second Tuesday, 3:00-5:00 pm
- ▶ **Hospitalist and APP Meeting | Hannah Lynch**  
 Monthly
- ▶ **OB/Neonatal Clinical Update | TBD**  
 Monthly

**Quick RSS Facts:**  
 IPCE has over 120 Regular Scheduled Series and that number will continue to grow  
 There are 15 in oncology adult focused RSS's  
 We also offer 5 nursing only RSS

[VIEW MORE SERIES](#)

**Ana Smith, MS**  
 Accredited Education Coordinator  
 Interprofessional Continuing Education