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FREE

Faculty Resources for Educational Excellence

Carilion Clinic's CME Office Announces Improved CME Tracker System

by Linda Wells, CHCP, CME Senior Manager

The new face of CME holds physicians and other health professionals accountable for their competence, performance, and patient outcomes. Today's CME environment focuses on educational credits that are relevant to practice rather than simply counting total hours received. With these challenges facing our health professionals and the focus on healthcare reform, Carilion Clinic's CME Program can play an important role in meeting their educational needs. Thanks to our leadership's recognition of the value of CME, expenses are underwritten by the institution for internally sponsored events at Carilion, which provides the necessary quantity and quality of CME needed to meet these requirements. These expenses include provision of the software data system used to track **AMA PRA Category 1 Credit™** for physicians' hours, and participation/attendance hours of other healthcare professionals.

Last year Carilion Clinic's CME Program recorded more than 80,000 hours of **AMA PRA Category 1 Credit™** for physicians and participation/attendance hours for other healthcare professionals. The CME Office has upgraded the database software (CME Tracker), which now provides a new and improved site for you to access all of your Carilion-accredited continuing education. It is a "one-stop shop" for physicians and other healthcare professionals.

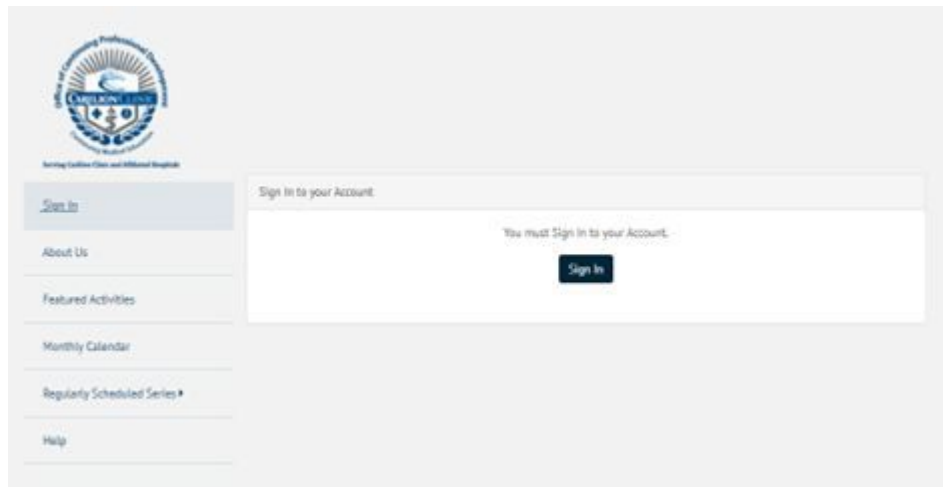
The new updates to CME Tracker allow you to:

- Save email and password
- Add secondary email for administrative access
- Easily access all of your completed *INTERNAL* CME activities
- Print certificates on demand
- MOC option (future)

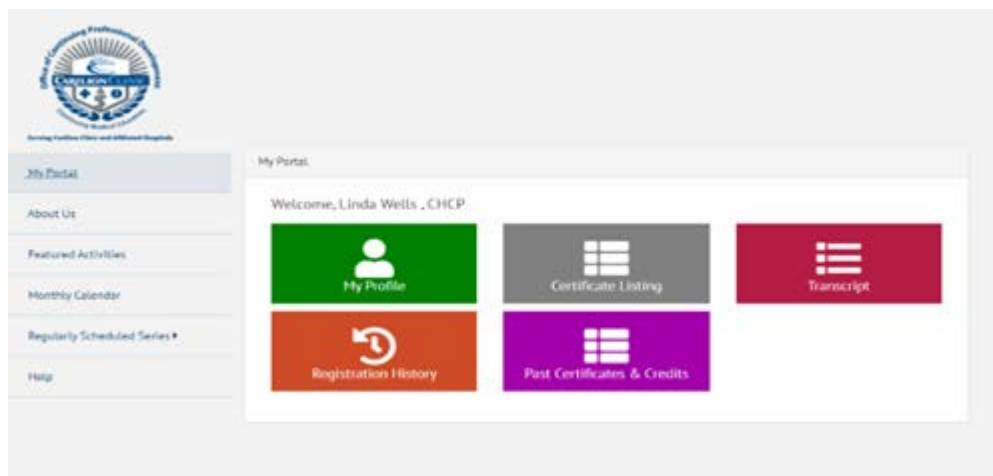
- Display dynamic view of all featured activities
- Add events directly to your calendar
- View monthly calendar in a new look with easily accessible details for each event
- Print the full or customized activity calendar

When you click on the link below, you will be prompted to sign-in with your e-mail address and the password you have created (see screen below). If you are unsure whether you have used the Software Database System before, please contact Susan Curtiss via phone at 540-224-5417 or [e-mail](#).

You may now [access your personal and CME information on CME Tracker](#).



Once signed-in, you will be at the “one-stop shop” screen below.



* = **New Feature**

* **My Profile:** You may update your information.

Certificate Listing: Shows events you have attended and need to claim credit for.

* **Transcript:** Allows you to enter a timeline for all events you have attended and print the listing.

* **Registration History:** Will list all events you have registered for and event materials if available. You can also print confirmation of registrations and receipts, if applicable.

* **Past Certificates & Credit:** Will allow you to print certificates for all events you have attended.

Other items listed in the left side-bar menu:

> **About Us** – Carilion Clinic’s CME Program Mission and Purpose

> **Featured Activities** – Upcoming conferences such as 73rd Annual Spring Symposium and weekly Grand Rounds.

> **Monthly Calendar** – By clicking on a day, a list of activities will pop-up; clicking an individual circle in a day to show a single event with more specific information.

** Being able to add the Activity to your Outlook calendar.*

> **Regularly Scheduled Series** – Provides a drop-down list from which you may select all events or only specific ones: Case Conferences, Grand Rounds, or Journal Clubs.

Carilion Clinic’s CME Program, with the assistance of Physician Champions and Educational Partners in the system’s departments, provides multiple educational activities to meet the requirements placed on physicians and other healthcare professionals. You now have access to your database anytime to provide documentation for licensures, credentialing, hospital privileges, and certifications.

> **Help** – FAQ and contact information for additional assistance with technical issues or any questions.

We hope this information is valuable and useful for you and/or your staff that help with your continuing accredited education.

*People learn the most when
teaching others.*

Peter Drucker



DEAN'S CORNER

Continuing our series of interviews with the Health Systems Science and Interprofessionalism (HSSIP) Clinical Champion cohort participants, Sarah Harendt sat down with Andrew Moore, MD, attending physician in Emergency Medicine at Carilion Clinic, and assistant professor, Department of Emergency Medicine and Department of Health Systems and Implementation Sciences at Virginia Tech Carilion School of Medicine (VTCSOM), to discuss the evolution of the curriculum and how it advantages both the current and next generation of clinicians.

As a graduate of the inaugural class of VTCSOM, Dr. Andrew Moore can speak to the evolution of the VTCSOM curriculum and how, through the infusion of Health Systems Science, that evolution is providing a deeper understanding of how healthcare operates on a systems level and the navigational skills needed to function and thrive. For Dr. Moore, bringing the hidden curriculum out of the shadows,

exposing the complexity of healthcare from a systems perspective, and acknowledging that much of what clinicians will do in the future will be about complex problem solving, is what drew him to becoming a part of yet another inaugural class; the Health Systems Science and Interprofessional Practice Clinical Champion Cohort.

According to Dr. Moore, “you have to be a problem-solver within the system. Medicine has fundamentally changed rather quickly given our access to a large and growing amount of knowledge, but there is no good guide for how to navigate this immense and complex healthcare system we’ve created. That’s the hardest part for all of us....navigating our system.”

In Dr. Moore’s view, by infusing HSS into the curriculum from the beginning for our students, we “open their eyes to the complexity and evolving nature of healthcare and the systems it operates in.” This intentionality also provides opportunities for students to find a broader lens through which to identify and pursue areas they are passionate about, like healthcare policy or finance.

That holds true for Dr. Moore’s colleagues who are practicing clinicians as well. Dr. Moore shares that “even though we are lifelong learners, it’s hard to move beyond an individual way of practicing and thinking and adopting something new and different.” Being a part of the HSSIP Clinical Champion cohort has opened dialogue with colleagues and dismantled invisible silos that can impede system and cultural change. From Dr. Moore’s experience and perspective, “as you implement and talk about what we are doing from a HSS perspective, more people become interested in being a part of the conversation” about how HSS can provide additional context for thinking through some of the persistent problems for which we continue to seek solutions.

As the conversation came to a close, Dr. Moore reflected upon what he has personally gained from participating in the Health Systems Science Clinical Champions cohort. For him, the cohort experience has brought a new awareness around what his fellow cohort members are doing above and beyond their clinical roles. He said, “to see what others are passionate about and learning about the projects they are taking on outside of their daily work to improve healthcare and the system we operate in is really inspiring and was one of the most eye-opening experiences for me.” The cohort, curriculum development, and overall curriculum implementation experience have solidified, for Dr. Moore, the importance of incorporating HSS across the medical education continuum as a path that ultimately benefits us all.

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