

2022 Annual Report

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Avera Continuing Education

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Mission

The purpose of the Avera Interprofessional Continuing Education (IPCE) program is to promote lifelong learning among healthcare professionals through the Avera footprint in a manner consistent with the faith heritage of its sponsoring organizations. Avera recognizes the value of evidence based educational strategies and best practices to improve the skills, strategy, and performance of the healthcare team which allows for professional development and leads to better health outcomes for the persons and communities we serve. Through the planning, implementation, and evaluation of accredited interprofessional continuing education activities, Avera's goal is to improve patient and population health, encourage equity and inclusion, and promote communication, innovation, and quality within the healthcare team.



Executive Summary

Avera's Continuing Education Department resides in the Avera Talent Development Department and carries out the functions of the Approved Provider Unit and is a part of the Avera Health corporate structure within the Human Resources Division. Avera's governing IPCE committee is composed of the following members:

- Micheal Elliott, MD Avera Senior Vice President Chief Medical Officer
- Raed Sulaiman, MD, Avera McKennan Laboratory Director, President Physician Laboratory, Clinical Pathologist, CME Medical Director
- Charles Eisenhauer IV, MD, Avera Medical Group Marshall, CME Medical Director
- Dustin Gebur, MEd. ATC, Avera Athletic Training Supervisor, Athletic Training Approved Provider Program Manager
- Tom J. Johnson, PharmD, Vice President of Hospital Pharmacy and Laboratory Services
- Candace Nelson, MSW, Social Services Manager
- Pam Hilber, PhD. Avera Director of Talent Development
- Kelly Boyd MSN, BS, RN, Avera RN Consultant, Avera Continuing Education Program Manager
- Sharon Plucker, CHCP, Avera eLearning Administrator
- Vonda Reed, AS, Avera Consultant – CE Events

Newest addition to Avera's Continuing Education Department:



the Physician of the Quarter for Avera Marshall Regional Medical Center.

Dr. Eisenhauer is a native Appalachian and is the fourth-generation surgeon in his family. He completed his undergraduate studies at Case Western Reserve University followed by a master's degree in Biomedical Ethics. He matriculated to University of Rochester for his medical education, where he was inducted to the Alpha Omega Alpha Medical Honor Society. Following this, Dr. Eisenhauer completed his surgical training at the University of Louisville and University of Colorado, where he served as the administrative chief resident for Denver Health Medical Center. Since completion of training, Dr. Eisenhauer has focused on delivering the highest quality care with an emphasis on education and compassion. He has received multiple awards recognizing his devotion to this focus, most recently being named



Accomplishments

Avera received Joint Accreditation approval from the Joint Accreditation for Interprofessional Continuing Education – advancing Avera’s ability to provide Continued Education (CE) credits to more clinicians so they can maintain licensure and/or certification through the convenience of Avera’s continuing education program. With this newly acquired accreditation, Avera will now be able to award national CE credits in:

- Medicine (CME)
- Pharmacy (CPE)
- Nursing (CNE)
- Social Work (ASWB)
- Athletic Training (BOC)

In addition to these national credits, we are also able to award:

- South Dakota Social Work
- Nursing Facility Administrator
- Marriage & Family Counseling
- Nursing Pharmacotherapeutic credits



Quality Data Narrative

Continuing Education is part of the Human Resources Talent Development team. One aspect of Avera's Strategic Plan is development growth and retention. Participants were asked evaluation questions to determine if the education provided supported the Strategic Plan laid out by senior leadership.

Professional Development Growth

Participants taking part in continuing education activities were asked if the educational offerings met their professional development goals.

- Of 6321 responses evaluated, 67% self-reported that they agree or strongly agree

Personal Development Growth

Participants taking part in continuing education activities were asked if the educational offerings met not only their professional development but their personal development goals.

- Of 6148 responses, 97% self-reported that they agree or strongly agree.

Job Retention

Participants taking part in continuing education activities were asked if Avera's Continuing Education opportunities contribute to their continued employment at Avera.

- Of 6290 responses, 63% self-reported that they agree or strongly agree

Joint Accreditation

Joint Accreditation establishes standards that also allow Avera to become strategic partners in local, national, and international efforts to advance team-based care and healthcare improvements. Participants were asked evaluation questions to determine if the education being provided supported the strategic standards laid out by Avera and Joint Accreditation.

Participants taking part in continuing education activities were asked if they are better able to discuss how teamwork can contribute to continuous or reliable patient care.

- Of 4335 responses, 88% self-reported that they agree or strongly agree.



Summary Of Data:

Overview of Activities

In 2022, there were three major types of activities that Avera awarded continuing education credits for. These activities were: Enduring Material (On-Demand), Live Courses, Regularly Scheduled Series (RSS). For the first three months of 2022, the Avera Continuing Education team was deployed to Employee Health to support calls from employees during a COVID outbreak.

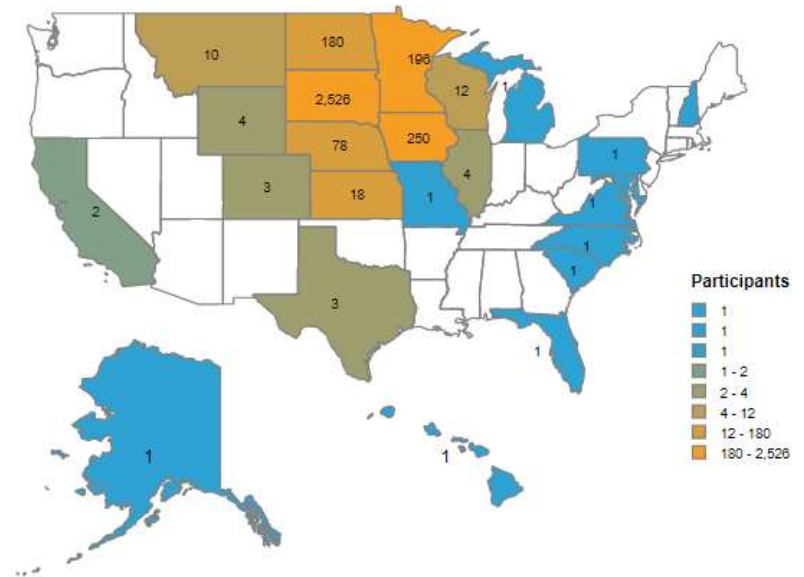
As Avera started preparing for Joint Accreditation. The application was revised to contain the Joint Accreditation specific questions. During the transition to Joint Accreditation, the Avera CE Portal was taken down for a couple of months.

Activity Type	Number	Attendees	Hours Awarded
Live Conferences (including 10 Conferences)	102	2,342	14,693
Enduring Material (On-Demand)	28	1,942	6830
Regularly Scheduled Series (RSS)	32	1,867	11,140
TOTALS	162	6,151	32,663

Overview of Users

In 2022, there were 26,480 active users (in the Avera CE Portal at least one time). Of those active users 10% of them are return users and 13% of the return users were awarded credit for more than one activity in the Avera CE Portal. Return users are up 10% over 2021. Below is a snapshot of users and users tasks:

Date Range Selected: 1/1/2022 - 12/31/2022
 Total Participants: 3448
 Non-Physician: 3144
 Physician: 304



- 26,480 active users (created an account /logged in one time)
- 3435 return users (logged in multiple times)
- 15,253 SMS Attendance (texting)
- 11,872 Evaluations completed
- 2,411 Disclosures (completed and or updated)



Modes Used to Access Avera CE Portal

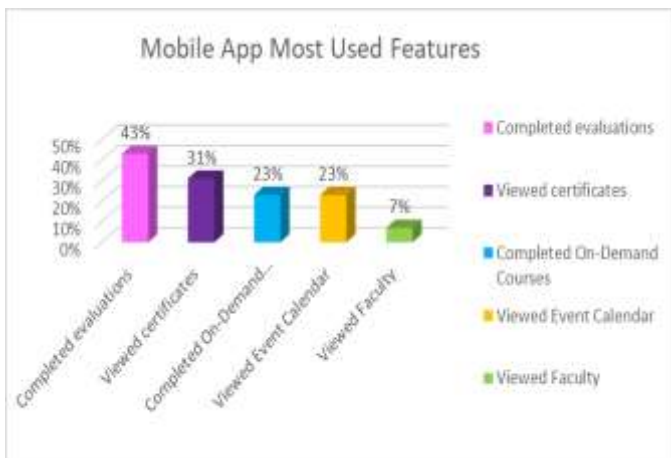
There are multiple ways to access the information in the Avera CE Portal. A customer can log in on a computer, smart phone, or tablet. Most participants will log into their account using a computer. The Avera Continuing Education team focused on promoting the Avera CE Mobile app. The intent was to make it easier for faculty to update/complete a disclosure and for participants, especially at conferences, to view presentations and complete evaluations.

Avera CE (free) Mobile App

2,312 Download app
 400 (17%) Opened app
 333 (83%) Successful logins

The most common used features are:

- Completed evaluations
- Viewed Certificates
- Completed On-Demand courses
- Viewed Event Calendar
- Viewed Faculty



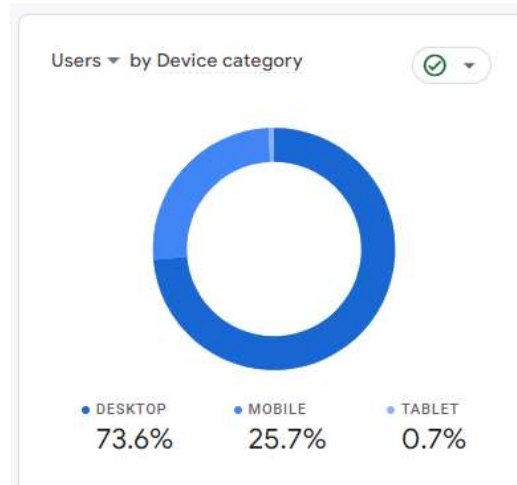
Desktop:

After reviewing the traffic data for the Avera CE Portal website, most of the traffic comes through desktop computers. Once on the website, the most viewed pages are certificates and On-Demand courses.

WHICH PAGES AND SCREENS GET THE MOST VIEWS?

Views by Page title and screen class

PAGE TITLE AND SCREEN...	VIEWS
Avera Continuing Education	87K
Avera Continui...d Certificates	16K
Avera Continui...emand Courses	7.3K
Avera Continui... Live Courses	6.8K
Avera Activity...m Submissions	6.6K
Avera Continui...ation - My CE	5.2K

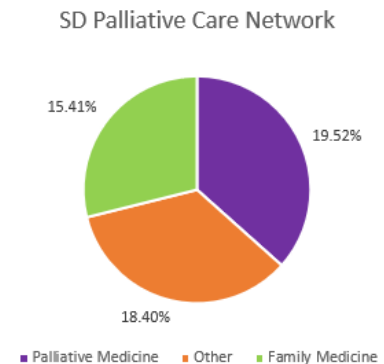


Summary Of Activities:

South Dakota Network Palliative Care Initiative (Enduring Material)

The South Dakota Palliative Care Network partnered with Avera in a collaborative effort to improve access and quality palliative care services in South Dakota through workforce training and community awareness.

- Education consists of 11 online modules and an all-day conference
 - Credit types and hours awarded:
 - CME, CNE, General Attendance, SD Pharmacy, and SD Social Work
 - 366 hours awarded through online modules (all credits available)
 - 1315 hours awarded at conference
- Over 2,000 persons have received the education. The education was targeted at undergraduate and graduate nursing students, interdisciplinary healthcare professionals and community members. .
- Over 50% of the On-Demand modules were completed by: Palliative Medicine, Family Medicine, and Other Specialties
- >90% of participants have indicated that they are better able to collaborate and communicate with members of the multidisciplinary team as a result of the education



Pharmacy Pearls (Enduring Material)

Pharmacy Pearls is an enduring material series developed for Prescribers provides up-to-date information on medications, developed by a multidisciplinary group of AMG primary care physicians and pharmacists from Avera Health and Avera Health Insurance Division. An interdisciplinary group has been working to develop educational materials to meet this need.

- Over 900 participants received education on more than 15 different topics
 - The three top specialties taking this education are Family Medicine, Internal Medicine and Emergency Medicine. Of all participants completing this education, 19% of these participants are in Family Medicine.
 - 83% of the participants completing the education are nurses.
- >80% of participants have indicated that they are better able to discuss how teamwork can contribute to continuous and reliable patient care as a result of the education.



Women's and Children's TEAMS Training (Live Course)

Was initially developed as a proactive approach to ensure a higher level of patient safety and quality. This has continued as a formal learning of concepts followed by stations led by different healthcare team member mixed within the Women's and Children's Division to help practice and apply the teachings discussed and being able to share the lens that they each see in the situation.

- 100% of newly hired staff to the Women's and Children's Division at Avera McKennan receive this training in the first year of hire.
- 64% Overall completion rate for evaluations
- 71% of responses received to the question "How well did this educational offering meet my professional development goals." Answered strongly agree/agree.
- 57% of responses received to the question "Opportunities like this one contribute to my continued employment at Avera." Answered strongly agree/agree.
- Reliable Care >90% of participants have indicated that they are better able to collaborate and communicate with members of the multidisciplinary team as a result of the education.



Avera Friday Forum (RSS)

Educational series especially designed to educate Nurses, Counselors, Social Workers, and other disciplines who work with children and adolescent youth, particularly in the school setting, on behavioral health topics. We recognize the need for ongoing education on behavioral health topics for disciplines who provide care to children and adolescents. This educational series is specially designed to educate Nurses, Counselors, Social Workers, and other disciplines who work with children and adolescent youth, particularly in the school setting, on behavioral health topics.

- Developed over 15 years ago targeting school counselors, therapists and nurses
 - Started at Avera Behavioral Health via in-person and video conference; pivoted in 2020 to virtual to meet educational needs during COVID
- Registrations - started collecting registrations in 2019 to be able to communicate with participants
 - Currently there are 533 registrations – 68% Non-Avera employees
 - Top 10 states are: IA, KS, MN, MT, MD, NE, SD, TX, WY, ND
- Attendance for 2022:
 - 253 hours awarded (summary of all credits awarded)
 - 299 participants (not unique users) ~ Awarded CNE/SW continuing education credit
- 54% Avera employees strongly agree/agree this education opportunity contributed to my continued employment



Avera Cancer Institute Oncology Symposium (Hybrid Conference)

The Avera Cancer Institute Oncology Symposium is designed to enhance collaboration between the provider and the multidisciplinary team in caring for individuals with cancer across the continuum of care. The Avera Cancer Institute Oncology Symposium is designed to enhance collaboration between the provider and the multidisciplinary team in caring for individuals with cancer across the continuum of care.

- Long standing conference – held for 23 years as of 2022
- Attendance grew 72% in 16 years (records kept)
- 2,044 total hours awarded (all credit types combined) – CME/CNE/SW
- 180 participants recorded attendance – 81% response rate (eval)
- CNE -59% attendees / CME – 3% attendees
- 65% attendees said that this education contributes to their continued employment at Avera

MMMMMM Geriatrics (Joint Provided Hybrid Conference)

Presentations centered around the 5 Ms of Age Friendly Health Systems. Mentation, Mobility, Matters Most, Medication, and Multimorbidity will be explored by community health leaders. The 7th Annual USD Geriatric Symposium was an interactive series of lectures and panel discussions designed to reach many disciplines that provide care to elderly on many different topics. The event was a hybrid in-person/virtual.

- Jointly provided with Avera Geriatric Fellowship
- 101 registrations
- Total credit hours awarded (all credit types) 652.75
- Multi-presentation evaluation – 6% of attendees did not claim all hours available
- Awarded CNE/CME/General Attendance/Non-physician/SW
- 100% of attendees express that the education provided in the conference will be reflected in their ability to work as a team-member.



Illuminate (Blended Learning)

Illuminate program for physicians and advanced practice providers. Illuminate is a new, proactive avenue for personal and professional development sponsored by the LIGHT program. Illuminate offers an exclusive opportunity for a select group of professionals to enhance their skills through unique classes and monthly, individual executive coaching. The program focuses on Self Awareness in Emotional Intelligence, Conflict Strategies, Strategic Thinking, Work/Home Integration, Diversity, Time and Priority Management, and Change Management.

- 1st year to offer an activity as a true blended course and awarded CE as a blended format
- Held a fall and spring session with a 4-month course duration each / 8 – 12 participants
- Each session consisted of 4 – 4-hour live courses/ coaching & self-paced activities between live courses
- Awarding CME/CNE credit – non-clinical content
- 68% felt this education will contribute to their continued employment at Avera
- Personal/profession growth: 100% of the evaluations submitted, stated that they will apply the knowledge and skills acquired in this education.

