

2023 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

- Michael Elliott, MD, Avera Senior Vice President Chief Medical Officer
- Raed Sulaiman, MD, Avera Medical Group Marshall, 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
- Thomas J. Johnson, PharmD, Vice President of Hospital Pharmacy and Laboratory Services
- Candace Nelson, MSW, Social Services Manager
- Jennifer Ballard, MSW, Social Services Educator
- Juliann Stolle BSN, RN, Senior Director - Medical Support Services
- 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

New Member Spotlight:



Jenny Ballard, LCSW has been Team Avera since day one. Born at Avera McKennan and returning in 2008 as a Social Work Intern. She completed her Bachelors of Social Work studies at University of South Dakota that year and was quickly hired as a weekend social worker. She later covered the orthopedic unit full-time for eight years. Jenny returned to school for her graduate degree at the University of South Dakota on the Sioux Falls campus, graduating in 2016 while working full-time and caring for her four-year-old son. Jenny helped to develop the Discharge Advocate position, assisting in discharge planning for patients with complex needs. Last year, she transitioned into a Social Work Educator position, assisting in staff training and connecting Avera McKennan's Social Work team to resources available in the communities served. She enjoys introducing new and prospective students to the social work field.



Julie Stolle is born and raised in SD. Her undergraduate degree is from the University of Minnesota – Twin Cities, where she got a B.S. in Nutrition and Public Health. She worked for a year teaching nutrition to low income families and then went back to school for nursing. After getting her BSN, Julie moved to Wisconsin and worked in the ICU for 2 years. She moved back to SD at that time to continue. Working in the ICU at Avera McKennan. Julie took a position in Information Technology for Avera Health in 2008. She worked in IT for 10 years. She then took a position in Quality at Avera McKennan. She is currently the Senior Director of Medical Support Services.



2023 At a Glance



PLANNERS

65 Planners developed education with 20 new planners trained in 2023.



IPCE

147 total activities with 62% of those being designed with an interdisciplinary focus



CREDIT HOURS

365 total approved credit hours to be used for certifications and/or licensures.



USERS

28,087 active users that access education provided through the Avera CE Portal.
Active users touched all but 3 states in the US.



REVENUE

\$19,139 - Jointly provided education revenue



JA CREDIT TYPES OFFERED

- Medicine CME - AMA Category 1
- 7.1.23 - MOC for CME through ABS began for qualifying activities
- Pharmacy (ACPE)
- Nursing (CNE)
- Social Work (ASWB)
- Athletic Trainer (BOC)



OTHER CREDIT TYPES OFFERED

- SD Social Work
- Nursing Facility Administrator
- Marriage & Family Counseling
- Nursing Pharmacotherapeutic credits
- SD EMS
- MN EMS



All education developed remains free of commercial funding/support, evidence based, free of commercial bias, and in alignment with our program mission.



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

Did the educational offerings meet their professional development goals?

87% agreed/strongly agreed as compared to 2022 where 67% agreed/strongly agreed



PERSONAL DEVELOPMENT GROWTH

Did the educational offerings meet their professional development growth?

87% agreed/strongly agreed as compared to 2022 where 97% agreed/strongly agreed



JOB RETENTION

Did the educational offerings contribute to their continued employment at Avera?

76% agreed/strongly agreed as compared to 2022 where 63% agreed/strongly agreed



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 if they are better able to discuss how teamwork can contribute to continuous or reliable patient care.

87% agreed/strongly agreed as compared to 2022 where 88% agreed/strongly agreed



Summary of Data

Education

In 2023, we saw a decrease in hours awarded and number of attendee's. This was likely due to our transition to Joint Accreditation in January which resulted credits not being awarded for the first 6 weeks of the year. In addition, enduring material activities also had to be removed from the Avera CE Portal at the end of 2022 to accommodate this transition. This did provide an opportunity for planners to ensure their content remained up to date. The numbers shown reflect the rebuilding of our content library as content continues to be reviewed and resubmitted.

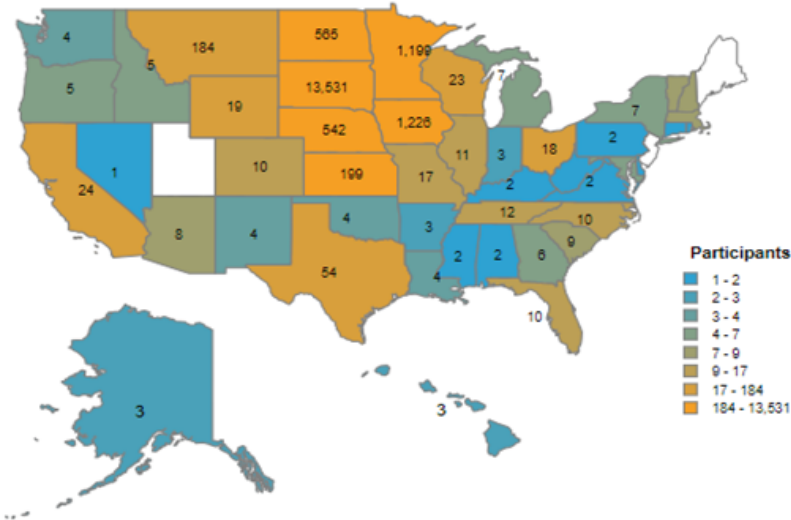
ACTIVITY TYPE - 2022	NUMBER	ATTENDEES	HOURS AWARDED
Live Conferences (including 10 conferences)	102	2,342	14,693
Enduring Material (On-Demand)	28	1,942	6,830
Regularly Scheduled Series (RSS)	32	1,867	11,140
TOTALS	162	6,151	32,663

ACTIVITY TYPE - 2023	NUMBER	ATTENDEES	HOURS AWARDED
Live Conferences (including 8 conferences)	73	1,728	10,080
Enduring Material (On-Demand)	51	834	2,311
Regularly Scheduled Series (RSS)	70	1,285	4,694
TOTALS	194	3,847	17,085



Avera CE Portal Users

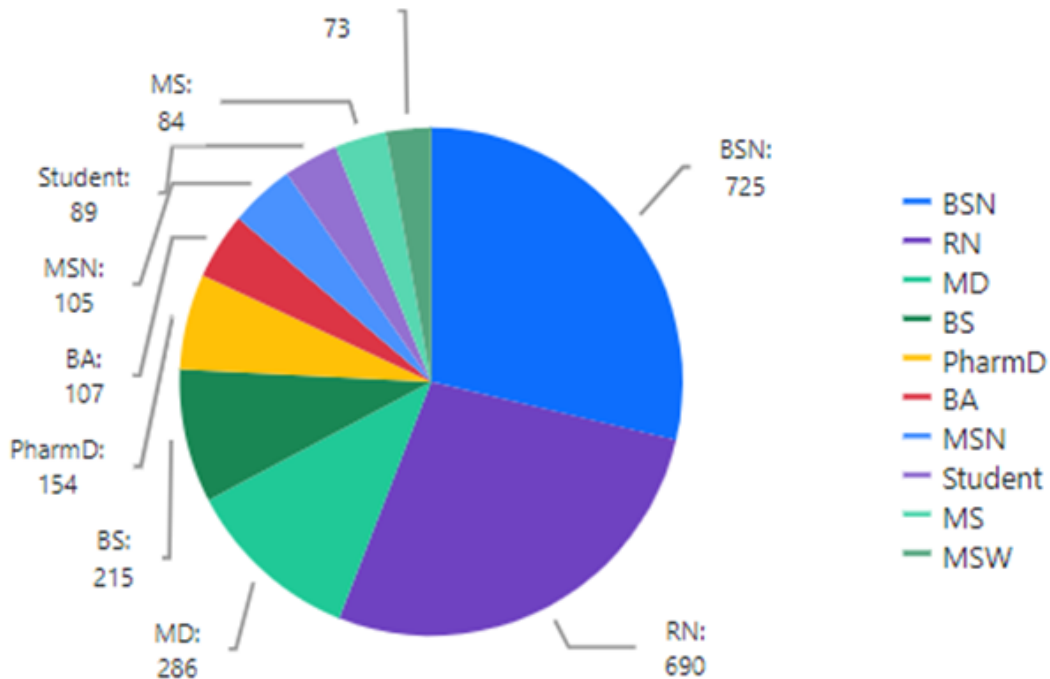
Demographics of Active Users



- 28,087 active users (created an account /logged in one time)
- Geographical reach of our users from inception have touched customers in all but 3 states out of the 50

Top Ten Degrees of Active Users

States Specialties **Degree** International Credits Over Time





Credit Reporting

As part of the Joint Accreditation, Avera transmits education data for pharmacists, pharmacy techs and physicians. In 2023, 136 education records and 37 unique learners were transmitted to CPE Monitor.

Approved activities and learner data is transmitted to JA-PARS every year.

SUMMARY OF CE ACTIVITIES

All Activities	Live Course	Regularly Scheduled Series	Enduring Material	Other / Blended Learning	Total
Courses	44	31	36	1	112
Learners	1,332	6,136	902	4	8,374

BREAKDOWN OF LEARNERS

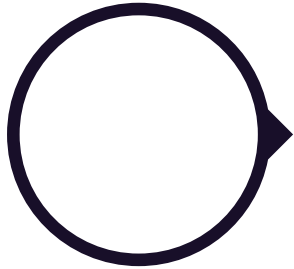
Learner Type	Live Course	Regularly Scheduled Series	Enduring Material	Other / Blended Learning	Total
Athletic Trainer	4	166	8		178
Nurses	847	2,302	434	1	3,584
Other Learners	280	1,858	116	1	2,255
Pharmacists/ Pharm Tech	47	311	51		409
Physician	74	1,361	17	2	1,454
Psychologists		5	7		12
Social Workers	80	133	269		482
TOTAL	1,332	6,136	902	4	8,374



Summary of Activities

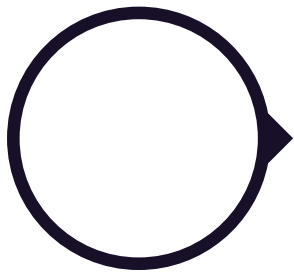
in alignment with Avera's 3 gospel values:

Hospitality, Compassion and Stewardship



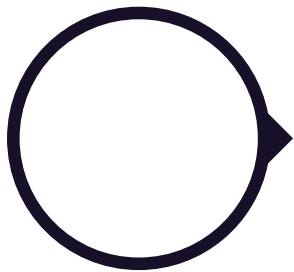
Hospitality

As part of our value of Hospitality, Avera strives to optimize our employees' talents, creating an environment for healing



Compassion

Through our Compassion value, Avera wants to advance care delivery and meet persons where they are – focused on quality, respect, and affordability



Stewardship

With Stewardship, Avera strengthens our spiritual, human, financial and physical resources in response to the change health care landscape



Oncology Symposium

The Avera Cancer Institute Oncology Symposium is an annual conference designed to enhance collaboration between the oncology providers and the multidisciplinary team that care for individuals with cancer across the continuum of care. It provides updates on new therapies that help support healthcare professional's delivery of quality holistic care.

- 213 participants recorded attendance with 181 participants completing the evaluation for an 85% response rate
- 99% Strongly Agree/Agreed that this education "met my professional development"
- 94% Strongly Agree/Agree that this education contributed to continued employment

Testimonials

- "Helpful to keep up on care delivery and what Avera is doing to continue to further impact the communities. Particularly offering clinical trials in smaller communities is a very exciting thing"
- "It is always beneficial to learn something new that positively impacts the delivery of our services, but also to be able to relate to the impact of our multidisciplinary team members and their patient care also"



8th Annual Geriatric Symposium

The 8th Annual USD Geriatric Symposium is an annual conference designed as a hybrid format containing lectures, case studies, and discussions designed to bring interdisciplinary members together to learn with and from each other on topics pertaining to the geriatric population.

- 15% increase in geographical reach - covered 12 states (the entire Avera footprint) and 1 territory
- 233 participants registered with 150 participants recording their attendance - 74% increase in attendance from 2022
- Over 72% of participants were able to increase their knowledge, competence, performance, and/or patient outcomes as a result of the conference.

Testimonials

- "Learning how various professions help geriatric patients. It is important to see how each profession works together for the better of the patient"
- "Very much a good reminder on how to approach the people we serve and their family, the messages we convey, and how to best support all of them"
- "Will be better able to refer to appropriate resources, communicate with patients/families regarding palliative and hospice care, also increased awareness of SDOH"



Education Day for Nurses and EMS

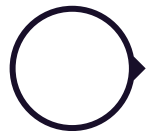
This conference was dedicated to provide a day of fellowship and focused education for Avera Nurses and EMS in relation to the increasing complexity of patient populations combined with work force changes and capacity issues. It utilized blended traditional lectures by experts as well as hands on learning activities in areas of trauma, neurological, critical labs values, basic EKG/arrhythmia, and respiratory care for adult and pediatric patients.

Top specialties in attendance:

- Emergency Medicine
- Trauma
- Critical Care
- Surgery
- Pediatrics
- Obstetrics/Gynecology
- Neurology
- Leadership

78% of participants were able to:

- Increase knowledge
- Increase competence
- Improve performance
- Improve patient outcomes



Compassion Connection

This multidisciplinary forum, previously known as Schwartz Rounds, underwent a name change but continue to focus on the social and emotional topics healthcare providers face. These sessions encourage mutual support, collegiality, and shared experiences of compassionate care. They also promote personal well-being, address moral distress, combat stress and burnout to restore the joy of healthcare.

Evaluations highlighted that participants felt they were better able to:

- Support patients that are anxious.
- Identify methods of how to help a patient get to his/her appointments when they are not showing up for appointments
- Do a self-check-ins daily

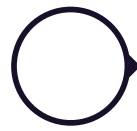
PEACE Rounds

PEACE Rounds is an interdisciplinary case conference designed to proactively review patient situations in a critical care setting that have the potential to create moral distress or potentially clinical ethics concerns. This case conference promotes communication among the healthcare team to intentionally discuss and define goals of care and clinical standards of care, work towards effective communication with patients and families through conflict and provides just in time education and resources to the care team directly from Ethics and communication experts/liaisons.

90% of participates either strongly agree/agree that they will be able to define goals of care to support the care team in clearly aligning patient goals of care and clinical standards of care

These sessions allow member of the healthcare team to:

- Collaboratively share insights, experiences, discussion important information about difficult patient/family situation, identify resources, and discuss the plan of care moving forward
- Have a safe space to hold these hard discussion
- Assist in identifying road blocks that contribute to care giver moral distress

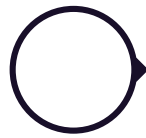


SANE Clinical Skills Sessions

These HRSA grant funded sessions have been designed for sexual assault nurse examiners (SANEs) to attend a clinical skills training. This is a vital keystone in their comprehensive forensic nursing education. The clinical skills lab provides a hands-on where participants were able to observe, practice, and receive feedback on key skills related to conducting a medical-forensic exam. The goal of the training is to prepare SANE professionals with the knowledge and the skills to conduct effective medical-forensic exams are designed to educate employees through the Avera footprint.

In their own words:

- "I can perform an assessment in a way that provides trauma informed care / language to avoid re-traumatizing patient. This will promote trusting relationships with the patient and healthcare"
- "This was a valuable skills lab. I am departing with so many new tips to use for patient comfort, empowerment and education."
- Provide education to my coworkers on the role of a SANE, how they can be helpful to our patients, and how to become one if interested



Avera Perinatal TeleECHO

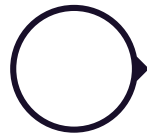
The Avera Perinatal TeleECHO is an educational series that was designed to connect healthcare professionals throughout the state of South Dakota in a collaborative effort to improve obstetric care and access to obstetric care in South Dakota. This series was developed in response to the increasing morbidity and mortality rates throughout South Dakota, high rates of rural obstetric closures throughout the state, and a need to ensure healthcare professionals working with obstetric/high risk obstetric patients are all practicing according to the same guidelines and practices.

Evaluation Results:

- 100% are better able to collaborate with a multidisciplinary team
- 100% are better able to communicate with other members of a multidisciplinary team
- 100% are better able to apply the knowledge and/or skills to my practice when in a team environment
- 100% are better able to discuss how teamwork can contribute to continuous and reliable patient care.

Attendance covers the Avera footprint and includes MD and RN's





Infection Prevention

This annual conference provides members of the interdisciplinary teams throughout Avera the opportunity to hear current topics on infection prevention and network with other infection preventionist peers. The topics covered in this conference are designed to improve consistency and competence in infection prevention and control practices through Avera.

The top five Commitment to Change areas of practice are as follows:

- Quality Improvement 23%
- Safety 18%
- Patient Education 15%
- Teamwork Roles and Responsibilities 15%
- Clinical Patient or Interprofessional Communication 12%

Evaluations showed:

- 92% agreed/strongly agreed this conference increased their knowledge.
- 84% agreed/strongly agreed that this activity increased their competence.
- 96% agreed/strongly agreed that they will be better able to collaborate with a multidisciplinary team.
- 96% agreed/strongly agreed that they are better able to discuss how teamwork can contribute to continuous and reliable patient care..

Case Conferences/Tumor Boards

Avera has over 30 different regularly scheduled series case conferences that are held weekly, monthly, or bi-monthly throughout the year. These case conferences are designed to allow members of the healthcare team the opportunity to discuss patients cases, medical management options, options for clinical trials, strategies to prevent complications, barriers that impede current practices, review current evidence based practice guidelines, and review morbidity and mortality data. All of these case conferences strive at improving the quality of our patient care and outcomes. Some examples of the work being done include:

GI Tumor Board

Developed pathways/algorithms for the diagnosis/staging/treatment and surveillance of rectal cancer that is available to healthcare providers on KnowledgeNet

Breast Case Conferences (Breast Service Line, Breast Tumor, and Metastatic Breast Conference)

Developed over 20 algorithms designed to help standardize and guide patient care using evidence based resources that are available to healthcare providers on KnowledgeNet.



Questions? Contact us.



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