

# 2024 Annual Report

**PREPARED BY:**

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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 Eisenhower IV, MD, Avera Medical Group Marshall, CME Medical Director
- Dustin Gebur, MEd. ATC, Avera Athletic Training Supervisor, Athletic Training Approved Provider Program Manager
- Ryan Waybright, Pharm.D., BCCP, Director of Pharmacy Education
- Candace Nelson, MSW, Social Services Manager
- Jennifer Ballard, MSW, Social Services Educator
- Juliann Stolle BSN, RN, Senior Director - Medical Support Services
- Michelle Walter, MBA, SHRM-SCP, Avera Director of Talent Development
- Debbie Kooiker, Lead Consultant, Talent Development
- Vonda Reed, AS, Avera Consultant - CE Events
- Kelly Boyd, MSN, BS, RN, NPD-BC, Avera RN Consultant, Avera Continuing Education Program Manager
- Sharon Plucker, CHCP, Avera eLearning Administrator



# 2024 At a Glance



## PLANNERS

73 Planners developed education with 6 new planners trained in 2024.



## IPCE

222 total activities with 64% of those being designed with an interdisciplinary focus



## CREDIT HOURS

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



## USERS

29,744 active users that access education provided through the Avera CE Portal. .



## REVENUE

\$16,489 - 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)
- Registered Dietician (use IPCE credit)



## OTHER CREDIT TYPES OFFERED

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



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?

2024 - 98% agreed / strongly agreed

2023 - 87% agreed/strongly agreed

2022 - 67% agreed/strongly agreed



## PERSONAL DEVELOPMENT GROWTH

Did the educational offerings meet their professional development growth?

2024 - 99% agreed / strongly agreed

2023 - 87% agreed/strongly agreed

2022 - 97% agreed/strongly agreed



## JOB RETENTION

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

2024 - 95% agreed/strongly agreed

2023 - 76% agreed/strongly agreed

2022 - 63% agreed/strongly agreed



## COLLABORATIVE PRACTICES

Participants reported they are better able to discuss how teamwork contributed to continuous or reliable care.

2024 - 99% agreed/strongly agreed

2023 - 87% agreed/strongly agreed

2022 - 88% agreed/strongly agreed



## INTERDISCIPLINARY FOCUSED EDUCATION

2024 - 64%

- 222 total activities
- 141 IPCE activities

2023 - 62%

- 144 total activities
- 90 IPCE activities

2022 - 58%

- 319 total activities
- 186 IPCE activities



# Summary of Data

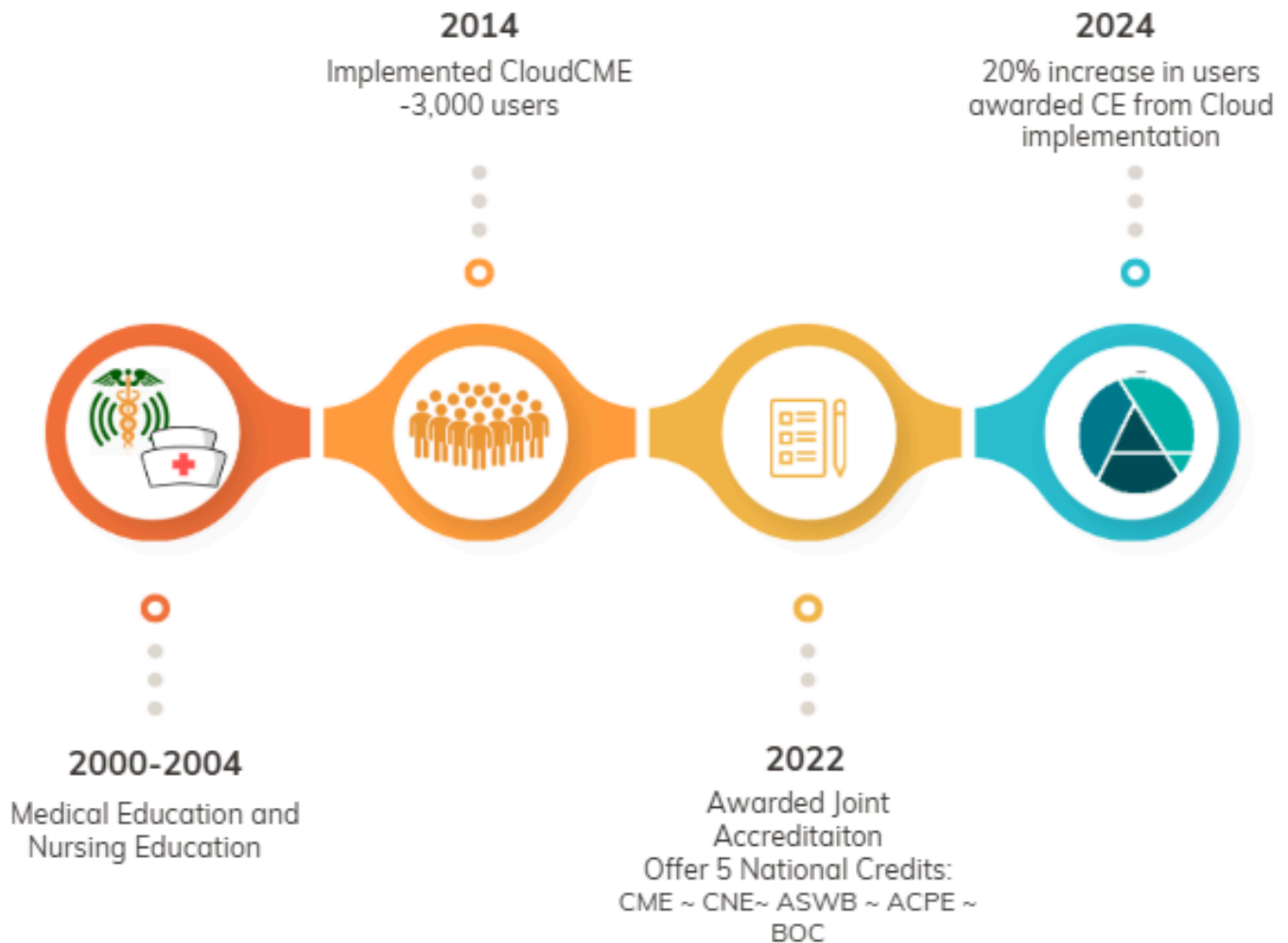
| ACTIVITY TYPE - 2024              | NUMBER | ATTENDEES | HOURS AWARDED |
|-----------------------------------|--------|-----------|---------------|
| Live Conferences (13 conferences) | 88     | 3,197     | 17,876        |
| Enduring Material (On-Demand)     | 92     | 1,716     | 6,009         |
| Regularly Scheduled Series (RSS)  | 36     | 2,902     | 14,716        |
| TOTALS                            | 216    | 7,815     | 38,601        |

| ACTIVITY TYPE - 2023             | NUMBER | ATTENDEES | HOURS AWARDED |
|----------------------------------|--------|-----------|---------------|
| Live Conferences (8 conferences) | 73     | 1,728     | 10,080        |
| Enduring Material (On-Demand)    | 51     | 834       | 2,311         |
| Regularly Scheduled Series (RSS) | 31     | 1,285     | 4,694         |
| TOTALS                           | 194    | 3,847     | 17,085        |

| ACTIVITY TYPE - 2022              | NUMBER | ATTENDEES | HOURS AWARDED |
|-----------------------------------|--------|-----------|---------------|
| Live Conferences (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        |



# 25 Years of Continuing Education

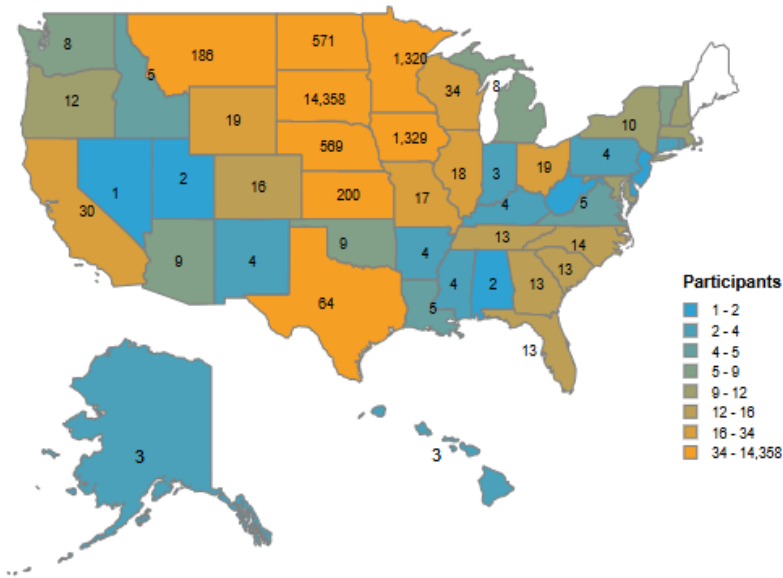






# Avera CE Portal Users

## Demographics of Active Users



- 29,657 active users (created an account /logged in one time)
- 20% increase in return users in 2023
- As outlined in the Illuminate Strategic Plan – There was a broadened geographic reach in the Avera footprint by 22%

## Top Ten Degrees of Active Users

### Participant Summary

States Specialties **Degree** International Credits Over Time



- RN (734) - 28.18 %
- BSN (668) - 25.64 %
- MD (350) - 13.44 %
- PharmD (219) - 8.41 %
- BS (196) - 7.52 %
- BA (100) - 3.84 %
- Student (88) - 3.38 %
- ADN (86) - 3.30 %
- MSN (84) - 3.22 %
- MS (80) - 3.07 %



# Credit Reporting

As part of the Joint Accreditation, Avera transmits education data for pharmacists, pharmacy techs and physicians. In 2024, 686 education records and 122 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        | 79          | 34                         | 88                | 1                        | 202    |
| Learners       | 2,702       | 9,008                      | 3,246             | 11                       | 14,967 |

## BREAKDOWN OF LEARNERS

| Learner Type               | Live Course | Regularly Scheduled Series | Enduring Material | Other / Blended Learning | Total  |
|----------------------------|-------------|----------------------------|-------------------|--------------------------|--------|
| Athletic Trainer           | 6           | 200                        | 5                 | 6                        | 217    |
| Nurses                     | 1,588       | 2,429                      | 1,922             |                          | 5,939  |
| Other Learners             | 746         | 3,354                      | 389               | 5                        | 4,494  |
| Pharmacists/<br>Pharm Tech | 94          | 943                        | 216               |                          | 1,253  |
| Physician                  | 174         | 1,784                      | 161               |                          | 2,119  |
| Psychologists              | 5           | 4                          | 6                 |                          | 15     |
| Social Workers             | 58          | 271                        | 547               |                          | 876    |
| Registered Dietitians      | 31          | 23                         |                   |                          | 54     |
| TOTAL                      | 2,702       | 9,008                      | 3,246             | 11                       | 14,967 |



# Needs Assessment

In August 2024, we conducted an Interprofessional Continuing Education (IPCE) Needs Assessment to gather essential data that will guide the future direction of our Avera Continuing Education Program. This assessment also aimed to collect valuable insights regarding professional development opportunities across Avera.

Starting in 2025, we will focus on the areas identified by employees as crucial for enhancing our Continuing Education (CE) and certification programs, as well as fostering professional development within our organization. These areas include:

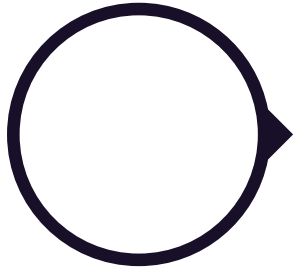
- Allocating on-the-job time for CE completion
- Enhancing incentives and recognition for certifications and career advancement
- Expanding CE content and accessibility
- Providing one-stop access to an education portal
- Developing a retention plan tied to certifications (specifically for RN/LPN)
- Creating opportunities for professional growth and competency development



# Summary of Activities

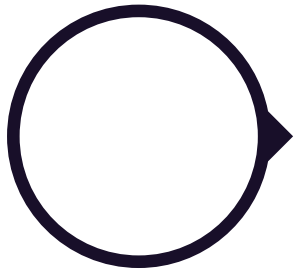
in alignment with Avera's 3 gospel values:

Hospitality, Compassion and Stewardship



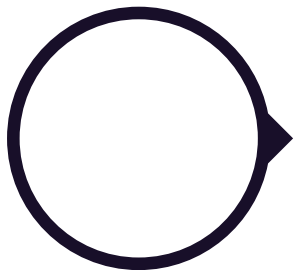
## Hospitality

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



The IPCE program optimized employee's talents and created environments that were conducive to healing. Activities such as the Geriatric Symposium, Department of Psychiatry Conference, vLEAD, and Social Work Regularly Scheduled Series provided fellowship and focused on education that enhanced the collaborative spirit among healthcare professionals and leaders.

## THE 9TH ANNUAL USD GERIATRIC SYMPOSIUM

Featured interactive lectures, case studies, and discussions that fostered interdisciplinary learning on geriatric care. This year's focus was on Dementia which covered brain mechanisms, management, interdisciplinary collaboration, and community resources for patients and caregivers.

**Focus:** Dementia, including brain mechanisms, management, interdisciplinary collaboration, and community resources.

**Attendance:** 115 participants, 72% evaluation response rate.

**Feedback:** 95% met professional development goals, 84% contributed to continued employment

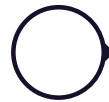
## DEPARTMENT OF PSYCHIATRY CONFERENCE

The Department of Psychiatry was designed to bring healthcare professionals from Avera Behavioral Health together to about new and emerging practices, evidence-based decisions and therapies, and research studies aimed to improve patient care.

**Focus:** New practice4s, evidence-based decisions, therapies

**Attendance:** 115 participants, 72% evaluation response rate.

**Feedback:** 95% met professional development goals, 84% contributed to continued employment



## **vLEAD**

Avera's vLEAD Leadership Development Series offers timely content to enhance leadership skills, insights, and knowledge for titled leaders throughout Avera. Monthly virtual sessions, featuring internal experts and focus on leadership topics, aim to empower leaders to "Lead Myself, Lead My Team, and Lead Avera."

**Focus:** Leadership skills, insights, and knowledge for titled leaders.

**Attendance:** 750 titled Avera leaders across the system

**Feedback:** 94% met professional development goals, 94% contributed to continued employment, 93% intend to apply knowledge/skills to their team.

## **SOCIAL WORK REGULARLY SCHEDULE SERIES**

Avera Behavioral Health and Avera McKennan each hold monthly sessions to provide social workers opportunities to learn about community resources, collaboration, professional development, eligibility criteria, and referral processes for patient access. Compiled evaluations reported that participants from both series felt better equipped to apply knowledge and/or skills in a team environment which also enhanced collaboration and communication within the multidisciplinary team.

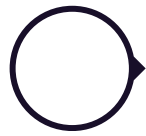
**Focus:** Community resources, collaboration, professional development, eligibility criteria, and referral processes.

**Attendance:** 154 attendees (25 SW attended BHSW – 129 SW McK)

**Feedback:** 100% met professional development goals, 100% contributed to continued employment, 100% intend to apply knowledge/skills to their team.

### **Comments:**

- Expanded my local resource knowledge so I can better assist patients.
- Understand programs better
- information on all their programs
- Great information- very organized and patient-focused.
- Increase my ability to discuss this agency with patients and families
- Expanded my local resource knowledge so I can better assist patients.

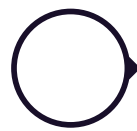


The IPCE program focused on advancing patient care and outcomes by meeting healthcare providers where they are and emphasized quality, respect and affordability. Activities such as Compassion Connection, Trauma Symposium, and SANE promoted compassionate care by addressing the social and emotional needs of patients and healthcare providers.

## Compassion Connection

This multidisciplinary forum, formerly Schwartz Rounds, focuses on social and emotional topics for healthcare providers. Sessions promote mutual support, collegiality, compassionate care, personal well-being, and address moral distress, stress, and burnout to restore the joy of healthcare.

- **Focus:** Social and emotional topics for healthcare providers, promoting mutual support, collegiality, compassionate care, personal well-being, and addressing moral distress, stress, and burnout.
- **Attendance:** 389 participants (Nurses, Therapists/Counselor, Physical Therapist, Social Worker, Nursing Facility Administrator)
- **Feedback:** 100% met professional development goals, 98% contributed to continued employment, 100% intend to apply knowledge/skills to their team.
- **Compiled evaluations:** results showed that Compassion Connection played a crucial role in addressing the social and emotional aspects of healthcare by:
  - Promoting holistic and compassionate care.
  - Raising awareness of resources and barriers.
  - Enhancing communication and connection with patients.
  - Supporting healthcare providers in managing their emotional responses.
  - Encouraging multidisciplinary collaboration for comprehensive care.



## 29th Annual Trauma Symposium

The 29th Annual Trauma Symposium aimed at uniting the multidisciplinary team to showcase the latest evidence-based concepts and cutting-edge technology for the evaluation, diagnosis, and acute care management of trauma patients across the entire continuum of care.

**Focus:** Latest evidence-based concepts and technology for trauma care across the continuum.

**Attendance:** 193 participants, 73% evaluation response rate.

**Feedback:** 73% contributed to continued employment, 96% met professional development goals, 75% felt activity would improve patient outcomes citing better trauma care, increased critical thinking, and ability to recognize when a patient needs a new intervention.

These sessions allow members of the healthcare team to:

## SANE Preceptor Program

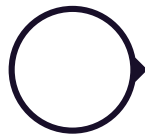
This program provides nurses with hands-on clinical training in post-sexual assault care. Participants receive instruction in medical-forensic exams, including history taking, physical assessment, injury identification, forensic photography, evidence collection, and ano-genital exams with and without a colposcope. Training involves various teaching methods and practice on artificial models, standardized patients, and live patients.

**Focus:** Hands-on clinical training in post-sexual assault care, including medical-forensic exams, injury identification, forensic photography, evidence collection, and ano-genital exams.

**Feedback:** Emphasized practical applications, collaboration, and continuous learning to improve care for victims of interpersonal violence.

- 100% contributed to my continued employment, 100% met professional development goals





# Stewardship

The IPCE program strengthened Avera's spiritual, human, financial, and physical resources through initiatives like the MARCH education which has worked towards improving obstetric care across South Dakota. Osteoporosis Basics and Ambulatory Pharmacy Series are other educational activities that have demonstrated responsible management of resources to address critical healthcare needs.

## Maternal Health Research Center of Excellence (MARCH)

The Avera Research Institute Maternal Health Research Center of Excellence (MARCH) hosted the "MARCH CoE 2024 Summit" to facilitate collaboration among researchers, tribal nations, rural communities, and stakeholders on maternal health, focusing on mortality and severe morbidity. This live session aims to enhance knowledge and skills for maternal healthcare professionals.

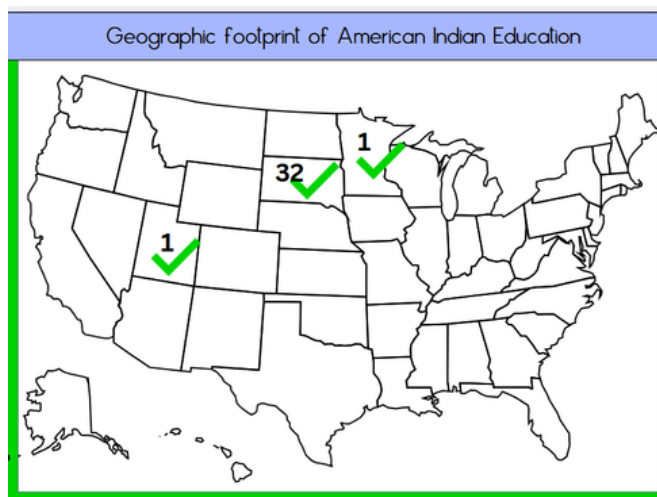
**Focus:** Facilitated collaboration on maternal health, focusing on mortality and severe morbidity.

**Feedback:** 100% improved teamwork and collaboration, 73% contributed to continued employment, 83% met professional development goals.

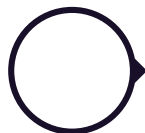
The "Maternal and Newborn Simulation Training" by Avera MARCH Center of Excellence helps investigators and community partners improve maternal and newborn care through simulated delivery scenarios and discussions on rural healthcare procedures.

**Focus:** Improved maternal and newborn care through simulated scenarios and discussions.

**Feedback:** Hands-on practice reinforced learning and built confidence in real-life situations.



Attendance covers the Avera footprint



## Osteoporosis

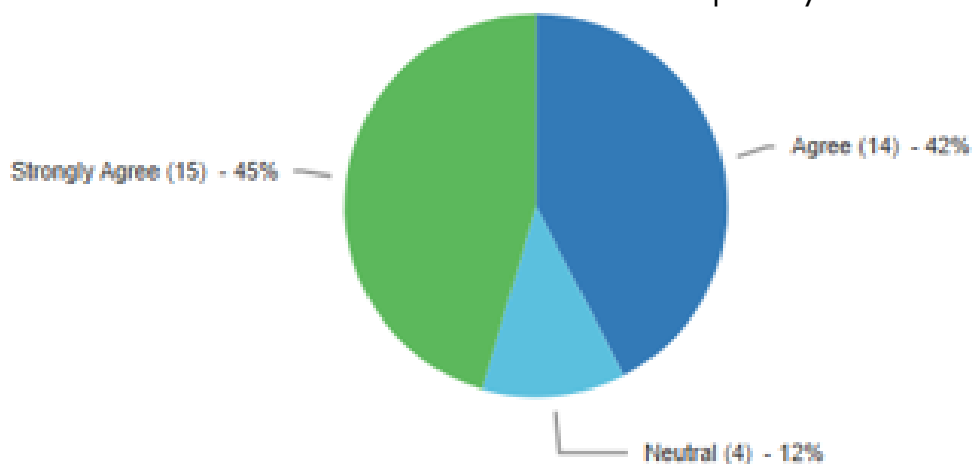
This educational program included both a live session and enduring material, offering participants the opportunity to learn the fundamentals of osteoporosis screening, diagnosis, and treatment. The goal was to streamline practices across the Avera system.

**Focus:** Basics of osteoporosis screening, diagnosis, and treatment to streamline practices.

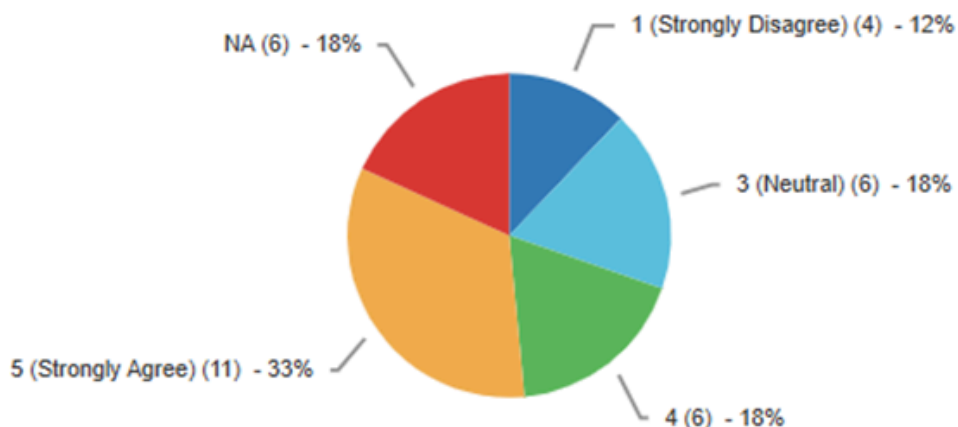
**Live Session Feedback:** 56% planned to change patient management, 88% improved patient outcomes, 93% improved performance.

### Enduring Material Feedback:

I am better able to collaborate with a multidisciplinary team



Avera's Continuing Education opportunities like this one, contribute to my employment at Avera.

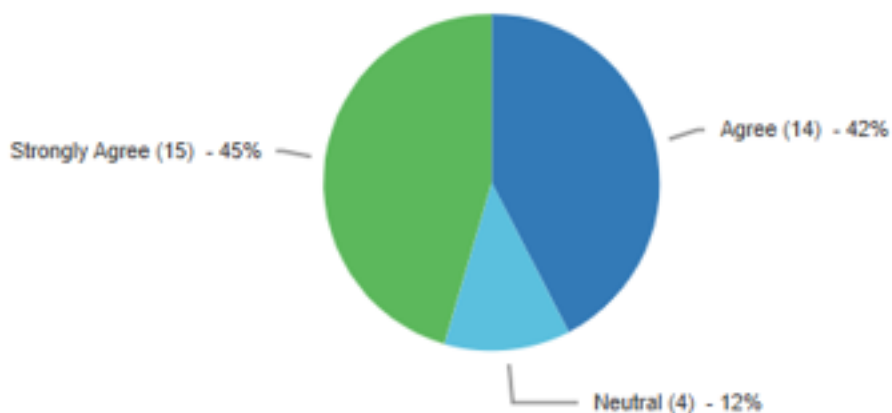




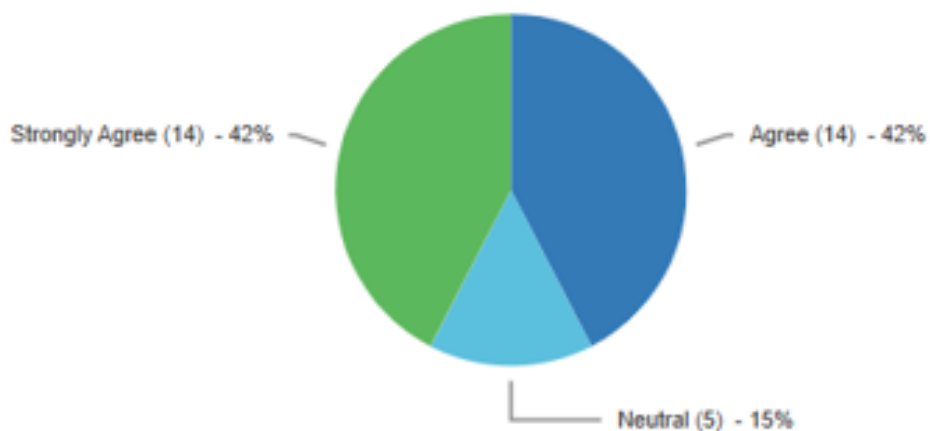
## Osteoporosis

### Enduring Material Feedback:

I am better able to discuss how teamwork can contribute to continuous and reliable patient care.



I intend to apply the knowledge and/or skills I have acquired from this activity to my work when in a team environment.





## Ambulatory Pharmacy Education Series

Monthly educational sessions on ambulatory care topics have united ambulatory care pharmacists across the Avera network to enhance their knowledge of updated guidelines and improve patient care by streamlining practices.

**Focus:** Monthly sessions on ambulatory care topics to enhance knowledge and improve patient care.

**Attendance:** 86 participants

**Feedback:** 100% contributed to continued employment, 100% met professional development goals. Feedback also cited a comprehensive approach to enhanced clinical knowledge, competence, and interdisciplinary collaboration, improving patient care.



# Questions? Contact us.



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