**Project:** Tracking CME Courses

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**Faculty Unit/Department:** CME Office / Dean’s Office

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### I. Problem Situation

The mean delay for UUCME producing CME course certificate of attendance was $37 \pm 33$ days (mean \(\pm SD\); max 131 days). 17% of attendees were not sent an attendance certificate.

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### II. Current Situation

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### III. Target/Goal

1. Eliminate post-course processing delay for attendance certificates.
2. All attendees will be able to self-print an attendance certificate.

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### IV. Root Cause Analysis

1. Cascading delays: attendance certificate production delayed until attendance roster received; attendance roster batch processed at the Department/Division on a time-available basis.
2. In-office manual data entry of attendance data from roster.

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### V. Countermeasures

- Eliminate UUCME staff entry by using Tracker’s on-line registration
- Eliminate UUCME staff printing certificate of attendance by using Tracker’s on-line printing features
- Link Tracker with ECommerce (UBusiness) credit card process
- Standardize data files and their nomenclature

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### VI. Implementation

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### VII. Follow-up

1. CME Tracker
   a. Align with UBusiness
   b. UUCME Office trained and proficient with software
2. Repeat pilot
3. Coordinator Training
   a. Develop: focus group to guide content and dissemination method(s)
   b. Produce: live and enduring education materials (Canvas)
   c. Strategize: Timeline for rollout
4. Rollout (Phases: existing courses, new courses)

**Impact:** $3000/year direct savings; customer satisfaction; PI/CME multiplier