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CME and Online Learning: Past, Present, and Future

During the early years of online learning, its equivalence and efficacy relative to traditional classroom education was raised as a concern. In the time since, online learning has proved to be effective, efficient, and flexible. As a result, it's no surprise that many physicians now look to online learning as a preferred method for obtaining CME. For example, an industry survey of physicians found that 84% prefer online CME. It was further reported that on demand education was the top feature for online learning activities. There are many advantages to online learning, including

- Choice of content to meet the specific needs of the learner
- Ubiquitous learning through on demand access 24 hours a day, 7 days a week
- Cost efficiency for the learner and education provider
- Increased impact through sustained availability of content and audience reach
- Learning that is self-paced and actively involves the learner

Online learning can occur synchronously or asynchronously. Synchronous learning entails live training that's delivered in real time via the World Wide Web. This type of CME is provided through a streaming webinar platform or social media channel. Asynchronous learning, on the other hand, is prepared instructional material that's always available online, also known as eLearning. The Sharp CME Department has been offering asynchronous and synchronous learning through the [Sharp CME portal](#) for some time. The initial transition of CME activities to the CME portal was a momentous effort with proportionate rewards. This transition allowed for online education that address critical system initiatives such as infection prevention, sepsis, hand hygiene, high reliability, and Lean Six Sigma. Alongside this effort, live webinars using Skype or Adobe Connect have been delivered when technically feasible and appropriate.

More recently, the CME Department has invested in scaling up online learning offerings, which includes the addition of a [Sharp CME YouTube](#) channel to manage the CME video library, a deeper collaboration with marketing and multimedia team to provide professional learning content and, in partnership with Sharp Spectrum IT and Sharp Technical Assistance Center, sustained effort to push forward access to applications and systems that provide contemporary eLearning development and delivery. The online course offerings have been significantly bolstered by the addition of new asynchronous courses that address areas such as Clinical Document Improvement (CDI), food insecurity, patient safety, and cancer staging, along with several forthcoming offerings that will include machine learning, clinical research, and hypertension guidelines. In

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Sharp.com/cmeportal*Continued on page 2*

addition to recent improvements to the look and feel of the CME portal, new online training modules have been added to support CME portal users and prospective faculty. These training videos provide guidance in important areas such as how to use the CME portal and how to obtain credit for attending live events by texting attendance.

The future of Sharp CME online learning efforts will be aimed at sustaining current initiatives, acquiring a system to live broadcast events online to reach physicians throughout the healthcare system, leveraging eLearning applications to develop interactive instructional content that supports active learning, creating online courses that can be accessed with mobile devices, as well as producing a podcast that taps the deep expertise and talent of Sharp HealthCare providers and visiting faculty.

High Reliability at Sharp HealthCare

In support of high reliability this year's Do No Harm Conference – CARE for You: Creating a Culture of Support and Reliability was extremely well received. Over 400 participants engaged with speakers on concepts related to addressing the needs of "second victims"* - the care givers who are impacted by patient safety events. Attendees seemed to be most impacted by the video stories shared by two Sharp HealthCare employees and one Sharp physician who recounted a patient safety event they were directly involved in:

"It is humbling to hear from a leader about their personal experiences, it is grand of her to make herself vulnerable and let everyone know about her feelings. It almost gives all of us a permission to be humans with feelings, and that we are not made of rock and hard steel."

"It is amazing that something as simple as just tracing the connection of tubing could have been crucial. I definitely learned from this and hopefully will not commit the same mistake."

"This is one of the most important videos I've ever encountered. The rate of physician suicide is astonishing and no doubt is in part driven by burden of mistakes, missed dx and bad outcomes. The physician's courage and willingness to show vulnerability is unprecedented as far as I've seen. This should be a mandatory video for all residents. Establishing a buddy system should be a requirement. We cannot afford to lose one more physician to second victim trauma. They are far too valuable!!"

[*This term is not preferred by everyone, but is what is most often seen in the research](#)

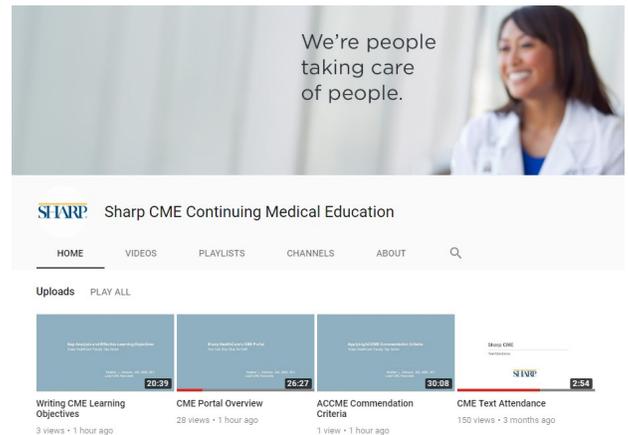
What's New in CME

Did you know Sharp CME has a YouTube channel?

In support of the expansion of our online education we are starting to provide additional resources via The Sharp YouTube Channel. These resources will help you more effectively use the CME Portal, clarify key CME concepts, and provide tips for improving the impact of your CME activities.

You can view our channel [HERE](#). If you like what you see, please subscribe.

This is just the beginning. The CME Department will continue to add resources as they are developed. If you have any suggestions for any topics that you think we should be addressing in this format please reach out to us and let us know by emailing cme@sharp.com or calling 858-499-4560.



Sharp CME YouTube Channel Landing Page

Physician Spotlight:

Q&A with Dr. Tommy Korn, Chief Medical Experience Officer at Sharp Rees-Stealy Medical Group & Ophthalmologist



Dr. Korn has spoken at many of our CME events and is a favorite among our attendees. He has spoken on eye disease, wellness, and mobile healthcare apps. His team recently won a Sharp C.O.R.E. Award for the Sharp Health Companion App that helps patients prepare and recover from cataract eye surgery. We recently caught up with him as he tackles his new position as Chief Medical Experience Officer for Sharp Rees-Stealy Medical Group.

What do you enjoy most about CME events?

Without a doubt, meeting people. We live in a large community. It's rewarding when you meet new faces and learn of the stories behind the people in your work community. That gives me joy.

How did you get involved with CME teaching?

During residency, I discovered that eye education was sorely lacking among primary & emergency care residents. I was asked to give a talk about eye emergencies to the ER team. It turned out to be a hit. When I joined Sharp, I discovered the same fear about eyeballs from my primary care teammates. I decided to bring my storytelling to light the way for others.

What's your secret for delivering a great talk?

Keep it simple. That sounds easy, but it's super hard. When I look at my slides 15 years ago, they were pathetic. I had so many bullet points that could fill a stadium! Today's audience demands brevity. You have to engage them. Videos, pictures, and audience polling help. In the end it's you the speaker, that really matters. Read every comment from your reviews, especially the negative ones. They will help you improve. I may be the audiences' teacher but in reality I am their student!

Tell us about your new role as SRS Chief Medical Experience Officer.

I've been asked to help improve the patient care and provider work experiences. That's a tough job. SRS has delivered superb patient care for decades. My teammates are some of the smartest people on the planet. That being said, we face unprecedented technology, regulatory and financial obstacles that will challenge our ability to deliver great patient and provider care experiences. We have become a data driven society. For many, that can be intimidating. We feel we lose control and our sense of individuality. My goal will be to embrace and rediscover our core, human values. The ones that help us connect to our patients and each other. The values that help us heal. When we do that, we will create great experiences. We will also rediscover the joy of healing and end up healing ourselves.

Any final tips?

Learning is lifelong. When you cease to listen to new ideas, no matter how bizarre, you cease to become a growing organism. But when you have an open mind, that's when A-M-A-Z-I-N-G things happen. The positive endorphins in your brain begin to fill your soul. I am always humbled for the privilege to teach and learn.

Pharmacy Spotlight:

This year 124 pharmacists and technicians (63 and 61 respectively) from all Sharp entities and medical groups completed the annual self-assessment survey.

Key themes highlighted by the survey results:

- Approximately 60% of respondents prefer to hear about CPE via email
- 60% of pharmacists are not aware of the CME Portal
- The largest improvement in competence and performance were in the areas of antibiotic resistance, antithrombotics, medication safety and infectious disease
- Suggested future topics include emergency medicine, cardiology, critical care, pain management and high-risk medication management

The most challenging barriers related to participating in CPE at Sharp includes the ability to rotate staff to give all the opportunity to attend, focusing on relevant topics, including technician specific topics and improving communication about upcoming events and opportunities.

These results were reviewed by Pharmacy Steering and additional topics of pharmacy regulatory guidelines and controlled substance diversion were also identified. Future opportunities will be developed for both pharmacists and technicians moving forward.

If you are unfamiliar with the CME Portal and what it has to offer pharmacists and technicians please visit: sharp.com/cmeportal and take a look around. If you'd like a tutorial introduction check out this [CME Portal Overview video](#).

Activity Spotlight: Looking Back

CME Wins Two C.O.R.E. Awards

SMB Virtual Journal Club Recognized under People/Team

CME and SMB Pharmacy were able to modernize the dissemination of recommended published literature that is associated with current practice changes by creating a virtual journal club and allowing a 90-day completion period available online. The virtual journals are accredited for both CPE and CME credit. Collaboration with the Sharp CME Department has allowed this program to (1) include modern and efficient means of disseminating the most up-to-date literature in WHS and Neonatology, (2) associate the literature review with a recently implemented or future performance improvement projects, and (3) involve all hospitals, departments and disciplines.

Food Insecurity (FI) Education Recognized under Community/Team

This innovative project recognizes the myriad of non-medical factors that challenge patients and community members attempting to achieve and maintain their health and wellbeing. Research continues to indisputably support the concept that one's zip code is a greater determinant of health than one's genetic code, and so recognizing and addressing public health priorities and social factors such as food insecurity (FI) is critical to Sharp's care for its community. Food Insecurity Education has led to system-wide improvements in FI awareness and has inspired many providers to implement processes to identify and support those in need.



From left to right: Jillian Barber, John Rodriguez, Heather Clemons
Sharp HealthCare System Services C.O.R.E Awards

Activity Spotlight: Looking Forward

Upcoming Activities

[Sharp HealthCare's 2018 Primary Care Conference](#)

Nov. 29 to Dec. 3, 2018

Fairmont Orchid, Kohala Coast, HI

Aloha! The 15th Annual conference will focus on the educational needs of primary care physicians, including family physicians, internists and any others interested in learning about the latest developments in the field of primary care medicine. Topics include cardiology, sports medicine, emergency medicine, social determinants, neurology, urology, infectious diseases and dermatology.

The faculty are experts in their respective fields. This national conference will be host to physicians from across North America and continues to attract repeat attendees year after year. To learn more or to register, visit sharp.com/aloha.

[Kidney Transplant Conference: Can Your Transplanted Kidney Go the Distance?](#)

November 3, 2018, 7:30 a.m. to Noon

Paradise Point Resort and Spa, San Diego, California

With the direction of Steven Steinberg MD, FACP, FASN, Medical Director of Sharp Memorial Kidney/Pancreas Transplant Program, this conference will focus on the actions a nephrologist in the community can take to prolong the function of the transplanted kidney.

CME in Action



From left to right: Phil Yphantides, MD,
Amir Hajimirsadeghi, DPM , Jennifer Avila, MD
Sharp Rees-Stealy Urgent Care Symposium



Roghava Gollapudi, MD
Sharp Community Medical Group Annual Conference



From left to right: Scott Evans, PharmD, Suhail Zavaro, MD, Amy Adome, MD,
Joe Lo Duca, MBA, Colin Ramsey, BSHA, CAAMA
Sharp Grossmont Hospital Heart and Vascular Conference



From left to right: Samantha Crandall, MSN, Andrea Snyder, MBA,
Susan Scott PhD, Cheryl Dailey, MSN, Susan Stone, PhD
SHC Do No Harm Patient Safety Conference



David Agus, MD
Sharp HealthCare All-Physicians Assembly



From left to right: Heather Clemos,
Fernando Cervantes , Katie Andonian, PharmD
Sharp Mary Birch Hospital for Women and Newborns C.O.R.E Awards