

Baystate Health  
Office of Continuing Education  
Holyoke, MA 01040

**SUBJECT: Evaluation and Outcomes Measures**

***Policy***

Baystate Health Office of Continuing Education (OCE) monitors the quality of services provided on an on-going basis.

***Purpose***

To insure the provision of quality along the continuum of educational programming through evaluation

***Scope***

The targeted audience of OCE services includes learners, planners and faculty/content experts.

***Procedure***

1. At the conclusion of each educational activity, learners are expected to complete a standard evaluation form which is a tool that rates the overall activity, course facilities/location, learning objectives, relevance of the objectives to the goal of the activity, expertise and teaching abilities of each presenter, effectiveness of teaching method(s), absence/presence of commercial bias, and potential for change in practice. (See sample attached)
2. Attendees receive a three to six month follow-up survey to determine any change in practice as a result of participation in the educational activity.
3. An annual aggregate evaluation summary is sent to each clinical department for discussion in the departmental education meetings and use as a planning tool for future activities.
4. Following the pre-program, program implementation, and post-program phase of each provider-directed activity, a standard evaluation form is sent to the Program Director and/or planning committee member to solicit feedback specifically related to the quality of the service offered by OCE. (See sample attached)
5. Following the pre-program, program implementation, and post-program phase of each provider-directed activity, a standard evaluation form is sent to the Presenter/Content Expert to solicit feedback specifically related to the quality of the service offered by OCE. (See sample attached)
6. Feedback is shared at staff meetings
7. Issues of team performance and/or individual performance are shared with team and/or specific individual as appropriate.
8. Problematic areas are discussed and a corrective action plan developed, when appropriate.
9. Feedback is used in evaluating employee performance.
10. Opportunities for improvement are determined, implemented and re-evaluated at a later date.



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Joanna Barnett, MBA, RN  
Director, Office of Continuing Education

Adopted 1/98

Reviewed 7/00, 6/02, 7/03, 7/05, 7/06, 7/07

Revised 7/04, 2/08, 7/08



Verification of any changes made in your activities that results from your overall CME program evaluation and analysis, *if applicable* (C14)



Verification of evaluation of changes in learners' competence or performance or changes in patient outcomes. (C11)