



CPD in Focus

SUMMER 2017

DEPARTMENT NEWS

FAREWELL TO DR. JAMIE MEUSER

This year we said good-bye to Dr. Jamie Meuser, Executive Director of Professional Development and Practice Support (PDPS) who, after six years with the College of Family Physicians of Canada (CFPC), left to return to full-time practice.

Dr. Meuser's leadership was fundamental during a time of significant change. He guided PDPS through an organizational restructuring that resulted in the development of two departments: Continuing Professional Development (CPD), and Programs and Practice Support (PPS). In addition to his successes within the organization, Dr. Meuser strengthened external partnerships and resources with committees, project task forces, and partner health care organizations. His expertise was key to the CFPC's important work of several priority issues: the Task Force on the CFPC's Relationship with Healthcare/Pharmaceutical Industry (HPI), and documents to guide family physicians on the revised regulations about the use of medical marijuana.

One of the most complex projects that Dr. Meuser oversaw was the development and launch of Mainpro+® in June 2016. The enhanced platform and credit criteria were effectively designed to meet the changing interests and learning requirements of family physicians across Canada. It will continue to serve its users well into the future.

Through Dr. Meuser's leadership, PDPS is well situated to address the changing world of continuing professional development and meet the diverse needs of family physicians in Canada.

WELCOME DR. JEFF SISLER



Dr. Jeff Sisler assumes the role of Executive Director, Professional Development and Practice Support effective August 28, 2017.

Throughout his 30-year career, Dr. Sisler has achieved national and international recognition as a family physician, researcher, teacher, and administrator.

Dr. Sisler practises comprehensive family medicine at Family Medical Centre, an academic teaching clinic in Winnipeg. He is a professor in the Department of Family Medicine at the University

of Manitoba, and while he was the university's Vice-Dean of the Office of Continuing Competency and Assessment in the Rady Faculty of Health Sciences he oversaw CPD across a variety of health disciplines with a focus on interprofessional programs. He serves as a member of the Society of Academic CME in the US and previously as Vice-Chair of the CPD Committee of the Association of Faculties of Medicine of Canada.

A medical graduate from the University of Manitoba, Dr. Sisler received Certification in Family Medicine in 1987 and became a CFPC Fellow in 2001. In 1998, he earned a Certificate in Adult and Continuing Education at the University of Manitoba and in 2002 received a Master of Clinical Science in Family Medicine degree from Western University.

In his new role with the CFPC, Dr. Sisler will bring his expertise and leadership to our CPD and PPS departments, and our committees and partners. He will oversee the continued advancement of Mainpro+, the development of new practice support resources for CFPC members, and he will represent the CFPC on current priority issues that affect CPD requirements for College members.

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Understanding Mainpro+ Certification: A Guide to Continuing Professional Development (CPD) PROGRAM PROVIDERS was published in 2016. To access the most current version of the guide, please visit the [CPD Providers and Planners](#) section of the [CFPC website](#).

The guide is your primary resource for the CFPC's policies and procedures for Mainpro+ certification. As well, there are other [resource documents and policy updates](#) available on the website to complement the guide. Revisions to the guide are under way and a new version will be released late in 2017.

MAINPRO+ APPLICATIONS

Since June 27, 2016, all Mainpro+ applications must be submitted online through the certification platform, CERT+. You can set up a user account at www.certplus.cfpc.ca.

If you have any questions about Mainpro+ certification and eligibility requirements, please contact the CERT+ Team at certplus@cfpc.ca, 905-361-8233, or 1-866-242-5885.

HIGHLIGHTS FROM NATIONAL COMMITTEE ON CONTINUING PROFESSIONAL DEVELOPMENT MEETINGS

EXTENDED CERTIFICATION PERIODS

The National Committee on Continuing Professional Development (NCCPD) approved the certification period for Mainpro+ certified programs beyond 12 months for two- and three-credit-per-hour programs. The new certification periods are as follows:

- ▶ One-credit-per-hour: 12 months
- ▶ Two-credit-per-hour: 18 months
- ▶ Three-credit per hour: 24 months

This change applies to applications submitted under the CERT+ system as of June 27, 2016. These programs have been updated in the CERT+ system. Enhancements are planned to the system to accommodate this policy change for an ongoing basis.

POLICY CHANGES—PROGRAMS DELIVERED OUTSIDE OF CANADA

In January 2017, the NCCPD approved the extension of two- and three-credit-per-hour program applications for CPD activities developed for delivery outside of Canada.

When considering the approval of higher value credit activities delivered outside of Canada, the NCCPD reviewed the existing standards and guidelines for program approval as well as the impact of the public perception on where and how physicians access education to maintain their competence. The Mainpro+ guidelines include standards to ensure the quality and integrity of CPD activities for Canadian family physicians. The NCCPD is assured that the CFPC's standards are such that the geographic location of learning should not affect the quality of education.

These new guidelines for activities delivered outside of Canada must continue to adhere to the College's existing reciprocity agreement with the American Academy of Family Physicians (AAFP). This agreement states that programs delivered within the United States must be reviewed and approved by the AAFP if the primary target audience for the program is US family physicians. If the programs delivered in the United States are targeted at Canadian family physicians, then the programs may be reviewed and approved by the CFPC.

The extension of two- and three-credit-per-hour certification for programs delivered outside of Canada was approved for immediate implementation. Updates are required for the CERT+ platform to accommodate this new policy. The CPD department has implemented some alternative options to support this policy until the technology can be updated. The updates will be made in tandem with the new ethical review policy outlined below. Providers of two- and three-credit-per-hour programs who wish to deliver these programs outside of Canada should contact the certification team (certplus@cfpc.ca) for advice about how to proceed.

ETHICAL REVIEW

In April 2017, the NCCPD approved additional ethical review requirements for programs delivered outside of Canada. When deciding whether to approve this new policy, the NCCPD considered public sensitivity regarding where and how physicians access CPD. Recent media reports have focused on expensive dinners and locations for education sessions, and there is the potential for a similar focus to be placed on education accessed outside of Canada. The NCCPD wanted to ensure that a policy that reviews both the quality and integrity of these programs exists. As such, the NCCPD approved implementing the following ethical review requirements for all programs delivered outside of Canada. This policy will be applied to programs approved on or after January 1, 2018:

1. That all programs delivered outside of Canada be subject to ethical review regardless of whether the program has for-profit financial support.
2. This ethical review will focus on the marketing and promotion of these programs.
3. Sessions will be reviewed to ensure that the appropriate Mainpro+ certification statements are used when describing certified education and that Mainpro+ credits are not being used to leverage participation.
4. Ethical review will provide an opportunity to examine marketing and ensure that promotion of social events is secondary to promotion of the educational content. Ethical review will include a review of all marketing for the program (brochures, websites, invitations, etc.).
5. Ethical review will be required each time a session of the program is delivered outside of Canada.

This new policy will be included in revisions to *Understanding Mainpro+ Certification*. The ethical review fee for these programs will be \$150.00 plus applicable taxes.

TWO- AND THREE-CREDIT-PER HOUR COMPLETION REQUIREMENTS

In the previous Mainpro system, program participants who opted out of the Mainpro-C post-reflective activity were eligible to claim a reduced number of Mainpro-M1 credits. Now, in Mainpro+, members who wish to claim credits for attending two- and three-credit-per-hour programs are required to complete all components of the Mainpro+ certified activity in order to be eligible to receive the approved credits. The NCCPD reaffirmed this decision in the fall of 2016.

Program providers should not supply participants with a letter or certificate of participation until all program components have been completed, including the post-program requirements. Participants not completing all of the required program elements will only be eligible to claim non-certified credits.

NON-CERTIFIED STATEMENT FOR ACTIVITIES WITHOUT FOR-PROFIT SUPPORT

In response to requests from providers of events and activities that do not generally meet the requirements for Mainpro+ certified credits, the NCCPD considered the need for an approved non-certified statement. When reviewing this request, the NCCPD balanced the need to help members understand how activities can or cannot be claimed for credits with the risk that providers might use a non-certified statement incorrectly. It was determined that a statement could be provided for programs and activities developed without for-profit support. Programs with for-profit support or developed by industry cannot use the statement. The approved statement is as follows:

This activity has not been formally reviewed by the CFPC; however, it is eligible for non-certified credits. Mainpro+ participants may also earn additional certified credits by completing a [Linking Learning exercise](#).



NATIONAL STANDARD FOR SUPPORT OF ACCREDITED CPD ACTIVITIES

On March 1, 2016, the Royal College of Physicians and Surgeons of Canada (Royal College), the College of Family Physicians of Canada (CFPC), and the Collège des médecins du Québec (CMQ) jointly released a national standard for the development and delivery of accredited CPD activities for physicians in Canada. The *National Standard for Support of Accredited CPD Activities (Standard)* describes a set of ethical standards and expectations relating to sponsorship support that physician learning activities must meet in order to be accredited. The development process involved consultations with 47 organizations, including private industry, universities, national and provincial medical organizations, and organizations that develop and deliver physician CPD.

The aim of the Standard was to establish a single, unified set of ethical standards and expectations that a CPD activity must meet to be accredited/certified for MOC or Mainpro+ credits. The Standard will guide the ability of CPD providers and other stakeholders to:

- ▶ Safeguard high-quality CPD from influence by entities that support the development and/or delivery of CPD activities
- ▶ Outline a clearly defined role for sponsors of CPD activities
- ▶ Standardize development and delivery of CPD activities for both family physician and other specialist physician audiences

The Standard will be implemented effective January 1, 2018, and providers have been encouraged to begin modifying program development practices to comply with the Standard.

The Royal College and the CFPC have collaborated on developing [FAQs](#) to support the Standard. A new footnoted version of the **Standard** has been released to provide further clarity. Providers are encouraged to review these documents.

In order to comply with the Standard, the CFPC has enacted some policy changes that will be effective January 1, 2018. These changes are as follows:

CONFLICT OF INTEREST AND DISCLOSURE POLICY

Element 3.1: Conflict of interest requires that all members of the scientific planning committee, speakers, moderators, facilitators and authors must provide to the CPD provider organization a written description of all relationships with for-profit and not-for-profit organizations over the previous two years including (but not necessarily limited to):

- ▶ Any direct financial payments including receipt of honoraria;
- ▶ Membership on advisory boards or speakers' bureaus;
- ▶ Funded grants or clinical trials;
- ▶ Patents on a drug, product, or device; and
- ▶ All other investments or relationships that could be seen by a reasonable, well-informed participant as having the potential to influence the content of the educational activity.

As such, the CFPC has updated the Conflict of Interest disclosure policy, forms, and slides to incorporate the requirement to disclose non-profit relationships as well as include disclosure from facilitators and authors. These revised forms and templates are available on the CFPC website. The revised policy will be included in revisions to the *Understanding Mainpro+® Certification* guide that is currently under way.



DEFINITION OF A CPD PROVIDER ORGANIZATION

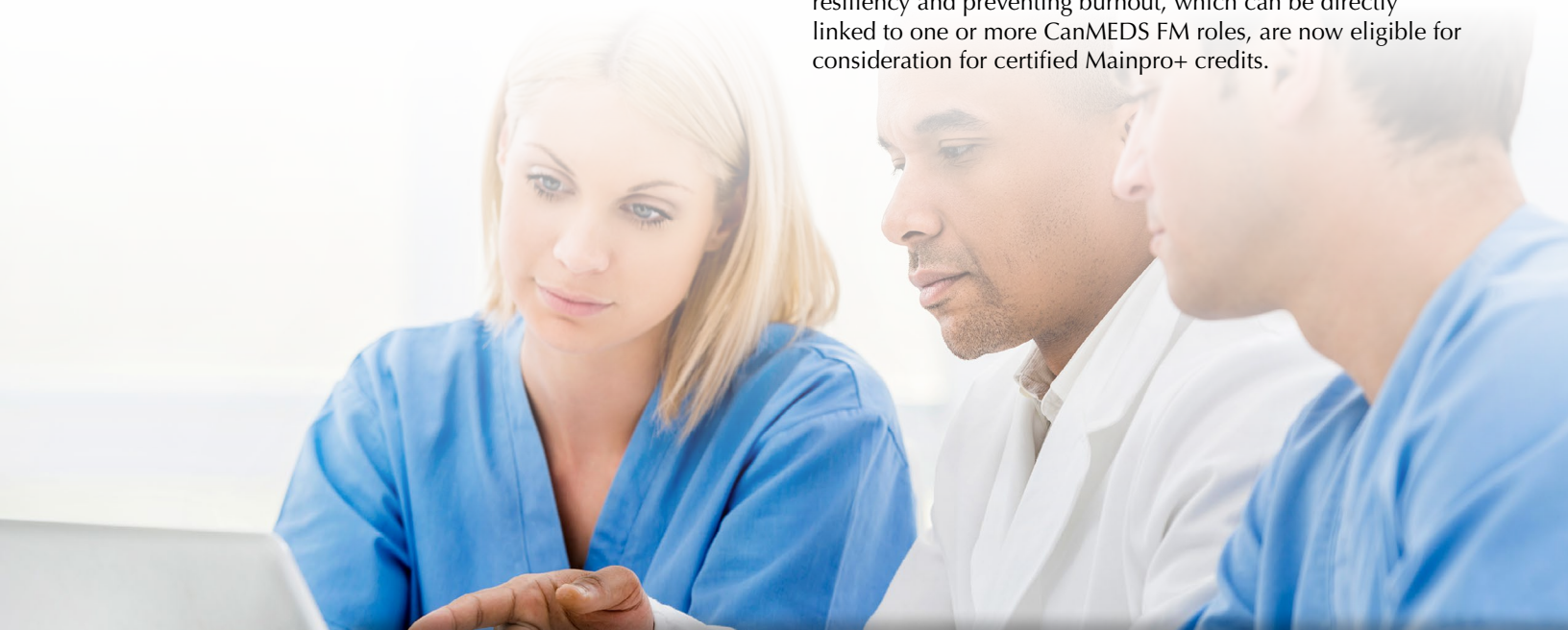
In order to comply with the Standard, the NCCPD has approved a formal definition of an acceptable CPD provider organization. Effective January 1, 2018, the CFPC and its Chapters will only accept for review programs and activities developed and submitted by organizations that meet this definition. An acceptable CPD provider organization is defined as:

A CPD provider organization must not be a representative of a commercial interest. This includes but is not limited to, pharmaceutical companies, medical device companies, other for-profit organizations, or communications or marketing companies in the employ of for-profit or commercial interests.

NEW ELIGIBLE TOPIC FOR MAINPRO+ CERTIFIED CPD

The NCCPD recognizes the increasing need for family physicians to access education related to preventing burnout and improving resiliency, and discussed this important subject at the fall 2016 meeting. The NCCPD examined the evidence to support the need for including this topic as eligible for Mainpro+ certified credits. A recent CMAJ editorial advised physicians to seek continuing education courses in mindfulness and meditation to help cope with the symptoms of burnout.¹ A 2014 published study found that 35 per cent of family physicians, at all age groups, experienced some burnout and were dissatisfied.² Physician burnout has also been tied to patient safety concerns.^{3,4,5}

The NCCPD determined that allowing programs on this subject to be eligible for certified credits would help serve an increasing need among our members. The NCCPD approved that programs focusing on increasing health care provider resiliency and preventing burnout, which can be directly linked to one or more CanMEDS FM roles, are now eligible for consideration for certified Mainpro+ credits.



CERT+ CORNER – TECHNICAL TIPS AND TRICKS

CERT

MAINPRO+ CERTIFICATION PLATFORM 

SELECTING YOUR CERT+ ROLE

CERT+ users may have more than one user role. For instance, you may have both a Provider and a Planning Committee Member role. Users with multiple roles will be prompted to select a role upon login. Select Provider when you want to enter a new application, edit an existing application, or add sessions to an approved program. Select Planning Committee Member when you want to confirm your involvement in an application or view an application for which you have previously confirmed your involvement; you cannot edit applications from this view.

ADD OR LINK TO A PROVIDER ORGANIZATION

If the provider organization section on the first page of the application is greyed out, you must link to an organization by following the instructions below.

1. Select **Need a different Provider.**
2. Click **Search.**
3. Enter the name of an existing provider organization that you would like to link to, or click + to enter a new provider.

Once you successfully link to a provider organization, the organization details will be populated on the first page of the new application.

ENTERING A CFPC PLANNING COMMITTEE MEMBER ON YOUR APPLICATION

Providers no longer need to enter the CFPC member ID number on the application. In CERT+, Providers must enter the email address associated with the CFPC member's Mainpro+ account. The system will auto-populate the **CFPC Membership Number** and **CFPC Member Name** fields if the email address is associated with a valid CFPC planning committee member. The system will also validate that the member is from the province of program delivery, for provincial applications.

ADDING SESSION MANAGERS

Providers can add other CERT+ users as session managers to their programs using the following instructions:

1. Open your approved program.
2. Select **Change Manager**.
3. Enter the email address associated with the user's CERT+ account.
4. Click **Search**.
5. Select **Add** and submit.

To remove a session manager, select **Change Manager** and click the x beside the name.

ADDING SESSIONS

To receive final certification for programs that are delivered live, Providers must add a session to the approved program in CERT+. If a session is not added, the event **will not appear** in the list of certified activities in the credit reporting area when members try to claim their credits. Please see the information below for submitting a session to your program.

Programs that **do not** receive financial or in-kind support from a for-profit organization:

1. Prior to your event date, open the program from the **PROGRAMS** tab.
2. Click **ADD SESSION**.
3. Complete the required fields on the one-page application.
4. Click **Submit**.

NOTE: The status will appear as submitted in the system. No further action is required. The event is considered certified.

Programs receiving financial or in-kind support from a for-profit organization:

1. At least 10 business days prior to your event date, open the program from the **PROGRAMS** tab.
2. Click **ADD SESSION**.
3. Complete all required fields on the two-page application.
4. Attach the required documents.
5. Pay the ethical review fee of \$150 (plus applicable taxes).
6. Click **Submit**.

NOTE: The application will be reviewed by the pertinent CFPC Chapter office and may require changes. Your event is not eligible for certified credits until the ethical review application has been approved.

Providers are responsible for supplying participants with a letter or certificate of participation that includes the following information:

- ▶ Participant's full name
- ▶ Program name (exactly as it appears on the CERT+ application)
- ▶ CERT+ session identification number
- ▶ Session date and location
- ▶ The program's Mainpro+ certification statement (see Chapter 6 of Understanding Mainpro+® Certification)

Please contact the certification team at the CFPC office if you require any technical assistance with the CERT+ platform, via email at certplus@cfpc.ca or by phone at **1-866-242-5885**.



Below is a list of scholarly literature that has recently come to our attention. These publications have attracted our interest because they address recent trends in CPD, support the principles of Mainpro+ certification guidelines, or introduce unique concepts for adult learning. We hope that you will find this information helpful as you develop CPD activities.

Armson H, Elmslie T, Roder S, Wakefield J. Encouraging Reflection and Change in Clinical Practice: Evolution of a Tool. *J Contin Educ Health Prof* 2015;35(3):220-231.

Barnes B. Financial Conflicts of Interest in Continuing Medical Education: Implications and Accountability. *JAMA* 2017;317(17):1741-42.

Bzowycyk AS, Dow A, Knab MS. Evaluating the Impact of Educational Interventions on Patients and Communities: A Conceptual Framework. *Acad Med* 2017 May; epub.

Cutrer WB, Miller B, Pusic MV, Mejicano G, Mangrulkar RS, Gruppen LD, et al. Fostering the Development of Master Adaptive Learners: A Conceptual Model to Guide Skill Acquisition in Medical Education. *Acad Med* 2017;92(1):70-75.

Légaré F, Freitas A, Turcotte S, Borduas F, Jacques A, Luconi F, et al. Responsiveness of a simple tool for assessing change in behavioral intention after continuing professional development activities. *PLoS One* 2017;12(5):e0176678.

Sharma RK, Szmuilowicz E, Ogunseitan A, Jones SF, Montalvo JA, O'Leary KJ, et al. Evaluation of a Mastery Learning Intervention on Hospitalists' Code Status Discussion Skills. *J Pain Symptom Manage* 2017 Jan; pii: S0885-3924(16)31242-8.

Thank you TO PROVIDERS

The CPD team would like to take this opportunity to thank our Providers for their support during the launch of Mainpro+ and the CERT+ platform rollout. We appreciate all of your questions and feedback during this time of transition. We are using your ongoing feedback as well information we gather during the two-year Mainpro+ evaluation strategy to continue to make enhancements to the CERT+ platform and to update CPD policies and guidelines. We would like to acknowledge the Providers who have helped to raise the bar for the quality of CPD created for family physicians. We are pleased to report that we have approved 38 three-credit-per-hour programs since the launch of Mainpro+.

MEET THE CONTINUING PROFESSIONAL DEVELOPMENT TEAM

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DIANE HAMILTON
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LIZA SANTOS
Administrative Assistant
Professional Development and Practice Support

¹ Fralick M, Flegel K. Physician burnout: Who will protect us from ourselves? *CMAJ* 2014;186(10):731.

² Dewa S, Jacobs P, Thahn NX, Long D. An estimate of the cost of burnout on early retirement and reduction in clinical hours of practicing physicians in Canada. *BMC Health Serv Res* 2014;14:254.

³ Halbesleben JR, Rathert C. Linking physician burnout and patient outcomes: exploring the dyadic relationship between physicians and patients. *Health Care Manage Rev* 2008;33(1):29-39.

⁴ Williams ES, Manwell LB, Konrad TR, Linzer M. The relationship of organizational culture, stress, satisfaction, and burnout with physician-reported error and suboptimal patient care: results from the MEMO study. *Health Care Manage Rev* 2007;32(3):203-12.

⁵ Wallace JE, Lemaire JB, Ghali WA. Physician wellness: a missing quality indicator. *Lancet* 2009;374(9702):1714-21.