A Professional Examination of Health Management Educational Programs

By Jennifer Woodruff, MHA

As part of its ongoing system of program evaluation, this Independent Medical Education program seeks information about health professional's change and learning. Please complete the post assessment questionnaire. You are not required to participate. If you do, you should expect to receive a certificate upon completion from the IME office. All your responses will be confidential and greatly appreciated. They will be reported only as cumulative statistics.

Name of Att	endee	- !		_		Tit
Email A	ddress	- 5		_		Today's Da
Section 1- Competence						
Segment A - Long answer						
1. As a result of your participate Yes Uncertain				_		change in your practice? No (go to question #3)
If yes, please specify one change	e you v	will mal	ke:			
With 1 being the lowest level of that most accurately indicates y specified.				_	_	· •
•	Lowe	est		Hig	hest	
	1	2	3	4	5	
2. If you indicated uncertainty uncertainty.	about	makin	g a chai	nge, ple	ease des	cribe what causes your
3. If you answered no to quest of participating in this session.	ion # 1	l, pleas	e expla	in why	you will	make no change as a resu

Segment B – Indicate level of agreement

Before Course		<u>:</u>	Please indicate your level of knowledge or competence with the		After Course					
			following statements: (1 = strongly disagree 5 = strongly agree)		Knowledge			!		
Disa	Disagree Agree Knowledge/Competence		Dis	sagr	ee	Agr	ee			
1	2	3	4	5	The degree of familiarity of HMEPs.	1	2	3	4	5
1	2	3	4	5	The need to implement HMEPs into your practice.	1	2	3	4	5
1	2	3	4	5	The differentiators of EHMEPs and IHMEPs.	1	2	3	4	5
1	2	3	4	5	Why HMEPs are important for patient care and safety.	1	2	3	4	5
1	2	3	4	5	Which staff member(s) are best suited for HMEP implementation.	1	2	3	4	5

Section 2 - Performance

This following segments is a self-reflection in the degree in which you will use this HMEP training course and put it into your daily routine.

Segment A – Multiple choice

im	Indicate which statements are the most important to you in your practice's operations in patient safety:						
	Lowers administrative (work) time						
	Improves patient safety & experience						
	Reduces outside information from being						
	injected into treatment						
	Unifies patient administration education						
	Frees up treatment room time while						
	manifesting an activity-driven						
	appointment						
	Incorporates the patient's cost-effective resources						
	Increases transparency of patient/at-						
	home caregiver compliance						

you	you when delivering patient education to help enhance your patient's experience:							
	Ensures more independence longer							
	Safeguards patients/caregivers against oversights and errors							
	Improves patient & caregiver participation							
	Enhances adaptation skills and learning capabilities							
	Reduces unnecessary phone calls and appointments							
	Secures productive in-person and reimbursable virtual office visits conducted through recordings and not recollections							
	Educates contributors on how to participate in care							
	Provides step-by-step direction to the entire at- home care team on how to manage care more efficiently and effectively							

Segment B – Indicate level of agreement

Ве	Before Course Please indicate your level of agreement with the following		After Course							
	Skill statements: (1 = strongly disagree 5 = strongly agree)				Ski	ill				
Dis	Disagree Agree Performance		Performance	Dis	sagr	ee	A٤	gree		
1	2	3	4	5	How HMEP is well-suited for today's post-pandemic at-home patient care while away from your clinic	1	2	3	4	5
1	2	3	4	5	Where and when HMEPs should be implemented	1	2	თ	4	5
1	2	3	4	5	Why HMEPs are now a necessity in patient care	1	2	3	4	5
1	2	3	4	5	Have a clear understanding of patient education and why it was separated and (and sometimes) omitted altogether.	1	2	3	4	5
1	2	3	4	5	Have a defined understanding of HMEPs and know how it can be used within the clinic and applied to my patients and their caregivers.	1	2	3	4	5

Section 3 – Patient Health

This following sections evaluates self-reflection the degree in which you will apply HMEP training and how you can help advance your patients' health status and behaviors to improve outcomes through education.

Segment A – Long Answer/Multiple Choice

1. How do you see HMEP fitting into your practice as a free-standing unaffiliated program and how do you see it improving patient health?

- A. By patients learning current administrative duties along with condition management training, they will have a better chance to improve their outcomes.
- B. By having an unaffiliated program I can help more of my patients and extend my training to their entire at-home care team.
- C. I don't see the connection between patient knowledge and patient health.

D. Other	ther	Ot	D.
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If other, please explain		

2. Like condition management training, do you feel that providing a standard administrative education would be more effective to help your patients' chances of obtaining the best possible health outcome(s)?

- A. Yes, I feel that my patients' health would benefit from learning administrative duties.
- B. No, we don't offer standard administrative education; however, it would something that I am interested in looking into.
- C. Standardizing administrative education would be ideal; however, I don't see an immediate benefit to implement an HMEP that will improve my patient's health at this time.
- D. Other

If other, please explain			
3. Please choose your current standing on administrative education their caregivers' ability to help you deliver at-home care? A. We offer condition management education in the treatment that patients should be self-taught on their administrative B. We offer administration education although it is not reim C. We offer administrative patient education through our EFD. Other If other, please explain	ent room e respons bursed. IR/EMR s	with th ibilities ystem.	e expectation
4. Please choose your current telemedicine offering and how improve their health outcomes. A. I don't offer telemedicine and I don't intent to. (Please go B. I am currently looking into providing telemedicine service C. I offer telemedicine services; however, my patients misus D. I offer telemedicine services and my patients and it's wor E. The hospital offers telemedicine through their EHR system F. The hospital offers telemedicine through their EHR system G Other (Please explain and go to 4.D) If other, please explain	to 4.B) s. e it. (Plea king perfo n althoug n and it's	se go to ectly. h my pa working	o 4.C) atients misuse it. g perfectly.
4.B Would you consider offering telemedicine if you knew more likely to use it properly?4.C Would you most likely utilize your hospital's telemedicine were more compliant?	Yes	No	Not Sure
4.D Are you able to see the connection of standard administrelates to in-person and virtual medical office visits?	s trative e Yes	ducatio No	on and how it Not Really

Segment B - Indicate level of agreement

В	efor	re Co	ourse Please indicate your level of agreement with the following statements:		After Course					
	Status (1 = strongly disagree 5 = strongly agree)		(1 = strongly disagree 5 = strongly agree)	Status						
Dis	isagree Agree Patient Health		Dis	sagr	ee A	gree	3			
1	2	3	4	5	I see the relevance in HMEPs and how they can help my patients safeguards themselves from oversights and errors while away from my clinic.	1	2	3	4	5
1	2	3	4	5	Before this course, patient education in my office has focused on condition management and now I see the need for patients to get administrative education as well.		2	3	4	5
1	2	3	4	5	I feel comfortable and confident that my patients were and are receiving the health literacy skills needed to properly communicate and make informed decisions about their care.	1	2	3	4	5
1	2	3	4	5	Reconnecting the two forms of patient education is important to me. From now on, I will ensure that my patients are equipped with health literacy and communication skills.	1	2	3	4	5
1	2	3	4	5	I believe that with the right tools most of my patients will be able to work and learn how to participate in a IHMEP with little guidance.	1	2	3	4	5

Section 4 – Course Experience

Please take a moment and share your feedback of this course.

A. Do you have any suggestions to improve this course?
B. Can you think of any other administrative responsibilities other than what is in the course that you would like us to address in future courses?
C. Please provide us with any other information such as comments, concerns, or accolades that you would like acknowledged.