

Standard 1: Achievement of Mission and Goals of the CPE Program Examples July 2024

This document was developed as guidance to ACPE-accredited providers of CPE. Please note that these are examples which may be useful to developing a mission statement, goals, and an evaluation plan for your CPE program. These examples are not to be used verbatim but rather to support individual programs with Standard 1. For additional information and questions, please contact ACPE at ceinfo@acpe-accredit.org.

Part I: CPE Program Mission

Providers must develop a mission specifically for the CPE program. The CPE mission statement should include the target audience, the scope of activities, and intended outcomes of CPE activities. Most often, the target audiences of CPE programs are pharmacists, pharmacy technicians, or both.

Examples of intended outcomes of a CPE program are:

- ensuring optimal medication therapy outcomes, patient safety and/or patient care,
- facilitate the application of learning to practice,
- managing practice settings,
- satisfying the educational requirements for pharmacist relicensure,
- meeting recertification requirements for pharmacy technicians, and/or
- meeting certification, statewide protocols, collaborative practice agreements.

Table 1. Examples of Mission Statement Development

Target Audience	Scope of Activities	Intended Outcomes	Complete Mission Statement
Pharmacists and Pharmacy Technicians	Education Relevant to Clinical Practice	Apply Learning to Practice and Improve Patient Care	Deliver CPE activities to pharmacists and pharmacy technicians focused on education relevant to clinical practice to empower pharmacists and pharmacy technicians to apply learning to practice and improve patient care.

It is important that the mission statement is specific to the CPE program so that the goals can be developed and measured. This allows CPE providers to objectively evaluate their CPE program and identify areas or opportunities for improvement.

Part II: CPE Program Goals

Providers are required to develop goals specific to their CPE program. CPE goals should be concise and measurable statements which are aligned with the CPE mission, indicating how the CPE mission will be achieved. The mission and goals should be periodically evaluated and updated to assure consistency between the CPE mission, goals, and activities.

Most often, providers develop goals that fit into two categories: operational/organizational or outcome goals. Definitions and examples for both types of goals are described below.

Operational/Organizational Goal: a goal which reflects elements of the operations and activities offered by the CPE provider. Examples are:

- Increase the number of pharmacy technicians participating in all CE activities by 10% every year.
- Provide 5 CPE activities focused on antimicrobial stewardship and transitions-of-care.
- Increase our application-based activity offerings to 25% of our total activities.

Outcome Goal Examples: a goal which reflects learner or patient outcomes. Examples are:

- Over 50% of pharmacists and pharmacy technicians report agree/strongly agree on program evaluations that program contents reinforced current practice or helped to identify an opportunity to improve practice.
- Increase the number of appropriately documented medication errors by 10%.

Below is a table showing how a Mission Statement can be mapped to specific and measurable goals. **Notice that each goal contains elements reflecting components of the mission statement, including target audience, scope of activities, and intended outcomes.**

Table 2. Mapping CPE Mission to Goals

Mission Statement: Deliver CPE activities to **pharmacists and pharmacy technicians** focused on **education relevant to clinical practice** to empower pharmacists and pharmacy technicians **to apply learning to practice and improve patient care.**

<p>Goal #1: CPE Activities for Pharmacist Clinical Practice Offer 10 or more hours of CPE for pharmacists specifically related to each of the following areas: antimicrobial stewardship, new guidelines, and medication safety.</p>
<p>Goal #2: CPE for Pharmacy Technician Clinical Practice Offer 10 or more hours of CPE for pharmacy technicians related to each of the following areas: immunization training, tech-check-tech initiatives, community health worker training.</p>
<p>Goal #3: Apply Learning to Practice Over 50% of pharmacists and technicians completing CPE report agree/strongly agree on activity evaluations that educational contents reinforced current practice or helped to identify an opportunity to improve practice.</p>
<p>Goal #4: Improve Patient Care Increase the number of appropriately documented medication errors by 10%.</p>

Part III: Achievement of Mission and Goals

The provider should submit objective evidence (i.e. aggregate data) documenting evaluation of CPE program mission and goal achievement. The provider should describe how the assessment has already or will be used for continuous quality improvement of the CPE program.

Providers should submit data and analysis which reflects an evaluation of goals. Data should be aggregated from multiple activities; however, the time period and number of activities included in this analysis should be appropriate for the specific goal. A narrative describing the rationale for activities included and time period for analysis should be included with the report.

Based on the evaluation of goals, the provider should describe how the results of this evaluation have been or are planned to be used to improve the CPE program. Examples are included in the

table below. Notice that one of the goals in the example is not met, which is acceptable. It is important to address why that goal was not met and develop a plan for improving the overall program and identification of new goals.

Example: Narrative and Program Goal Assessment Chart

Narrative and Justification for Goals: For our program goals, we chose to evaluate the total programs offered over the last year, the impact of education to clinical practice over the past two years, and the increase in accurately reported medication errors year-over-year. We chose these time periods because the goals were revised at the beginning of this year related to the activities offered and the specific emphasis on medication safety. We used the two-year time period for assessment of impact of education on clinical practice because we added this assessment item to all activities two years ago and have collected data during that time.

Results Used to Improve the CE Program: Based on our results, only one of our goals was not met, which related to the number of activities available for technicians related to community health worker training (5 activities instead of the goal of 10). We did not meet this goal because we received a lot of feedback from technicians in the activity evaluations which said that they needed more training on immunizations, so we developed an additional two activities based on this feedback. We plan on redesigning the community health worker training to make it more practical for pharmacy technicians based on feedback we received and offering this training in a condensed format over a fewer number of CE hours.

Table 3. Goal Assessment Chart

Program Mission	Program Goals	Evaluation Methods	Results
<p>Deliver CPE activities to pharmacists and pharmacy technicians focused on education relevant to clinical practice to empower pharmacists and pharmacy technicians to apply learning to practice and improve patient care.</p>	<p>Offer 10 or more hours of CPE for Pharmacists specifically related to each of the following areas: antimicrobial stewardship, new guidelines, and medication safety.</p>	<p># of total activities in each of the categories offered in the last year.</p>	<p>Over the past year, we offered a total of 36, one-hour activities for pharmacists. Of these, 10 focused on antimicrobial stewardship, 10 focused on new guidelines released, and 12 focused on Medication Safety.</p>
	<p>Offer 10 or more hours of CPE for Pharmacy Technicians related to each of the following areas: immunization training, tech-check-tech initiatives, community health worker training.</p>	<p># of total activities in each category offered in the last year.</p>	<p>Over the past year, we offered a total of 25, one-hour activities for pharmacy technicians. Of these 12 were related to immunization training, 10 were related to tech-check-tech initiatives, and 5 were related to community health worker training.</p>
	<p>Over 50% of pharmacists and technicians completing CPE report agree/strongly agree on program evaluations that program contents reinforced current practice or helped to identify an opportunity to improve practice.</p>	<p>% of agree/strongly agree responses for both pharmacists and pharmacy technicians to the following evaluation question, which is included in all activities offered over the past 2 years when the goals were revised:</p> <p>“The educational program reinforced my current practice or helped to identify an opportunity to improve my practice.”</p>	<p>Over the past 2 years, pharmacists completed a total of 1,372 activities and technicians completed a total of 578 activities. Overall, 85% of pharmacists and 78% of pharmacy technicians reported agree/strongly agree to the assessment items across all activities offered.</p>
	<p>Increase the number of appropriately documented medication errors by 10%.</p>	<p>% increase of accurate medication errors reported year-over-year.</p>	<p>Looking at our health-system dashboard, the number of accurately reported medication errors increased from 135 to 175. We met the goal of 10% increase and are now considering education on preventing the errors identified.</p>

Table 4. Blank Worksheet - Goal Assessment Chart for Provider Use

Program Mission	Program Goals	Evaluation Methods	Results