

STRATEGIC PLAN 2016 - 2022

Continuing Professional Development Schulich School of Medicine & Dentistry Western University







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MESSAGE FROM THE ASSOCIATE DEAN

A Message from Dr. Richard Cherry, Associate Dean, Continuing Professional Development, Schulich Medicine & Dentistry, Western University

Profound changes in health care and health care education are occurring at an unprecedented pace. Amidst these changes, the obligation for professionals to remain skilled, competent and capable is unchanged. And here lies the challenge: Can you keep up?

Continuing Professional Development (CPD), Schulich School of Medicine & Dentistry has come a long way since it was established in 2003. Currently, we oversee and accredit more than 150 programs annually in continuing medical education and faculty development. Our learners include the full spectrum of health professionals, educators and scientists. We have established expertise in needs assessment processes and the assessment of bias. We have created and implemented a formal teaching certificate program.

While we have been successful, we also need to keep up to change and grow. CPD needs to be more agile, more innovative, and more responsive to your rapidly evolving needs and the emerging trends in our shared health care and education environments.

In this strategic plan, we set an organizational trajectory to keep pace with the change around us.

During the next six years, we will work toward our vision of being an innovative education hub that inspires life-long learning, promotes scholarship and engages health care professionals by focusing on five strategic priorities:

- Collaborative Relationships
- Needs-Based Programming
- Technology-Enhanced Systems
- Academic Enterprise
- Scholarship & Innovation

CPD is committed to supporting you with cuttingedge, evidence-informed programs, and employing educational methods that promote knowledge transfer.



We are committed to the assessment and continuous improvement of programs and educational approaches. We are committed to seeing CPD positively impact education and health outcomes.

This strategic plan is grounded in the perspectives and experiences of many valued stakeholders: our CPD staff, members of the Schulich Medicine & Dentistry community, members of the broader Western University community, and our education and health partners. We are grateful you took time to share your thoughts about what we are doing well, what we can improve on, and the trends you see on the horizon that may affect continuing professional development in our field. Thank you for sharing your ideas so generously. Our strategic plan is stronger because of your contribution.

Together we can all keep up.

had A. Chen

Dr. Richard Cherry

Associate Dean, Continuing Professional Development Schulich School of Medicine & Dentistry, Western University

MESSAGE FROM THE DEAN

A Message from Dr. Michael Strong, Dean, Schulich Medicine & Dentistry, Western University

Advances in technology, education, research, and learner expectations, changes in the delivery of health care, and the sheer volume of accessible information are changing how people learn. Continuing Professional Development (CPD) at the Schulich School of Medicine & Dentistry understands this and is innovating in response to the needs of learners by adopting new engagement approaches and strategies while using the most effective and latest modalities.

In early 2016, CPD initiated a strategic planning process to ensure they can respond to changes in education, technology and health care and provide professional development needs for physicians.

The six-year plan sets out a trajectory well-aligned with the School's overall strategy in developing new learning experiences that foster academic leadership, promoting innovation in education, incorporating research into the fabric of our learning and creating programming that is learner-centred.

Through five strategic priorities: collaborative relationships, needs-based programming, technology-enhanced systems, the strengthening of the academic enterprise, and scholarship and innovation, the CPD strategic plan is setting the stage to support the changing world of medical education and continued growth of professional development for health care providers.

I commend Dr. Richard Cherry, Associate Dean, CPD, the CPD team, and all the individuals who participated in the strategic planning process. They have created a strong plan, which will take our School and learners into the next decade.

As has been their practice, CPD will maintain its longstanding commitment to quality, responsiveness to learners, and scholarship in professional development.



I have every expectation that they will be successful in their goals, and I look forward to hearing and sharing updates on the progress of this plan on a regular basis.



Dr. Michael J. Strong Dean, Schulich School of Medicine & Dentistry, Western University

STRATEGIC PLAN AT A GLANCE

MISSION

To impact health outcomes through partnerships that advance learning, develop leadership and stimulate innovation in health care professionals, educators and scientists.

VISION

To be an innovative education hub that inspires life-long learning, promotes scholarship and engages health care professionals.



COLLABORATIVE RELATIONSHIPS

To build shared capacities by strengthening existing collaborations and seeking out new partnerships.

STRATEGIC PRIORITIES



SCHOLARSHIP & INNOVATION

To employ an evidenceinformed methodology and research approach to advance quality patient care and lead in the field of continuing professional development.



NEEDS-BASED PROGRAMMING

To offer programs that target emerging clinical, educational and societal needs-based priorities.



TECHNOLOGY-ENHANCED SYSTEMS

To incorporate innovative educational technologies to effectively deliver programs that are responsive to the needs of our learners.



ACADEMIC ENTERPRISE

To provide customer-centred programs and services to support CPD's financial stability.

VALUES

Life-Long Learning

Health Promotion

Accountability

Sustainability

Quality

THE CASE FOR CONTINUING PROFESSIONAL DEVELOPMENT

No professional comes to work with a burning desire to be mediocre.

We all want to be better at whatever we do. But daily, we must wade against an unrelenting current of patient care responsibilities, administrative duties, teaching commitments, research endeavors, and leadership roles.

Despite these challenges we believe continuing professional development (CPD) is necessary for both the individual and our health system.

The professional life of a physician is the last and longest phase of education, eclipsing the concentrated and rigorous years of undergraduate and postgraduate education. It is the period of greatest learning, change and responsibility, and when the greatest benefits—personal, professional, organizational, societal—can be realized.

The tangible benefits of effective CPD help keep everyone interested and interesting, reduce job stress and burnout, increase job satisfaction and retention, and are associated with fewer professional complaints and less malpractice litigation.¹

Effective CPD also puts patients first. Research suggests patients receive better quality clinical diagnosis, treatment and follow-up in direct association with the quality and number of hours of professional development that their primary caregiver undertakes.²

Additionally, health systems see benefits from CPD through its pivotal role in leading change. Successful change cannot occur without some education of the participating professionals, making professional development a powerful conduit for both micro and macro systems change.

CPD is often the effective link between individuals and the systems in which they work. That important connection will be strengthened as our programs align with the broader inter-professional mandate, are driven by objective data related to health care quality, and respond to the real needs of learners.

The benefits of professional growth and ongoing learning hinge on ensuring the delivery of effective CPD, yet this remains an elusive goal. Internationally-recognized Canadian CPD educator Dr. Dave Davis and colleagues suggest that academic CPD units must objectively determine and uphold current best practices in the field.³ University CPD offices must lead in innovation and develop scholarly approaches to solve the challenges that hinder effective CPD.

In North America, over USD\$2 billion is spent annually on health care CPD.⁴ Is this level of investment sustainable? How can we maximize the return on this substantial investment? Can we be more educationally efficient and effective? These questions will shape the direction of systematic scholarship and knowledge translation within CPD.

At Schulich Medicine & Dentistry, we believe in the value that continuing professional development brings to health care—a value that should be responsibly and transparently managed and measured in real health outcomes—and we believe in helping health care providers to do what they do better.

While our product may change over time, the value we deliver must reside in enabling physicians and health care providers to create better health outcomes for people. Through effective education we can create an environment which promotes real change for providers, and in turn their patients, families, communities, and the broader health system.

Continuing professional development (CPD): Within this article, continuing professional development (CPD) refers to forms of learning and professional development related to activities of all health professionals, including faculty development and continuing medical education.

CONTEXT AND WORKING PRINCIPLES

CPD's strategic plan reflects where we are going as an organization and the principles that ground our work.



WE ARE PART OF A LARGER SYSTEM THAT WORKS IN PARTNERSHIP.

CPD resides within Schulich Medicine & Dentistry and is part of the wider Western University community. We work in partnership with other Schulich Medicine & Dentistry departments and programs, Western University faculties, physicians and health providers, hospitals and health care entities, research institutions, networks, heath governing bodies and other Canadian medical schools to advance health education.



WE ARE PROUD TO SERVE SOUTHWESTERN ONTARIO AND BEYOND.

We are driven to provide new knowledge and skill to the health care community throughout Southwestern Ontario, and aspire to be of service to health providers beyond our geographic area.



WE ARE AGILE AND RESPOND TO A CONTINUALLY EVOLVING HEALTH CARE ENVIRONMENT.

Changing technologies, shifting demographics, financial accountability, advances in adult education and innovations in health care are continually reshaping the environment in which we work. We strive to be agile to respond to the evolving needs of our learners.



WE USE EVIDENCE INFORMED PRACTICES TO OFFER CUTTING EDGE PROFESSIONAL DEVELOPMENT.

Our programs and services are designed with the best information available. We partner with passionate educators and health professionals to share their experiences, wisdom and expertise.

2016 - 2022

OUR STRATEGIC PRIORITIES

In the next six years, CPD will deliver its mandate and focus efforts and investments in five priority areas: Collaborative Relationships; Needs-Based Programming; Technology-Enhanced Systems; Academic Enterprise; Scholarship & Innovation.

COLLABORATIVE RELATIONSHIPS



To build shared capacities by strengthening existing collaborations and seeking out new partnerships.

Collaborative relationships fuel the educational engine of CPD. Collaborative relationships reveal new perspectives, uncover collective knowledge and share expertise. They drive valuable learning exchanges, expand capacity, and promote quality continuing professional development.

GOAL

We will build shared capacities by strengthening existing collaborations and seeking out new partnerships.

STRATEGIES

- 1. Establish a continuing professional development education hub connecting learners, educators, and researchers across Southwestern Ontario.
- 2. Engage stakeholders internal and external to Schulich Medicine & Dentistry.
- 3. Develop a cohort of collaborators to create and deliver robust programs.

IMPACT

More can be achieved through collaborative relationships than working in isolation. Through strong, diverse collaborations, we will forge effective partnerships that serve health care learners and be known as a forward-thinking voice in the national and international conversation on continuing professional development.

NEEDS-BASED PROGRAMMING



To offer programs that target emerging clinical, educational and societal needs-based priorities.

Identifying learner and stakeholder needs is foundational to creating effective learning programs. CPD will develop achievable needs-based educational initiatives and champion programs that address these needs.

GOAL

We will offer programs that target emerging clinical, educational and societal needs-based priorities.

STRATEGIES

- 1. Define priority topics through health informatics and monitor curriculum trends in medical and professional education.
- 2. Capture and analyze the health care, scholarly and other educational needs of our target audiences.
- 3. Design, accredit and deliver needs-based education programs.
- 4. Implement a robust, continuous improvement method to evaluate and advance our educational programs.

IMPACT

CPD programs will be focused, well-structured and purposeful to ensure learners acquire demonstrable competencies, and are clearly aligned with stated outcome objectives and meaningful learner assessment. We will design and deliver programs in scalable clusters or pathways that lead to progressive levels of recognition. Programs will undergo rigorous review and evaluation, with updates guided by health care and learner outcomes.

TECHNOLOGY-ENHANCED SYSTEMS



To incorporate innovative educational technologies to effectively deliver programs that are responsive to the needs of our learners.

Moving beyond traditional learning methods and utilizing a variety of innovative learning techniques is necessary to best serve our learners. By embracing new technologies, active learning and collaborative education, we seek to be recognized as our learners' preferred education provider by delivering world-class, learner-centred continuing education experiences.

GOAL

We will incorporate innovative educational technologies to effectively deliver programs that are responsive to the needs of our learners.

STRATEGIES

- 1. Create effective and accessible programs by leveraging emerging educational technologies.
- 2. Support health professionals to use innovative educational approaches.
- 3. Implement technological innovations to improve CPD departmental processes.

IMPACT

Investing in technology will provide a foundation for education innovations. This will better position CPD to provide programs tailored to learners' needs in a variety of formats. Online educational opportunities will expand CPD's target audience beyond and within our traditional geographic region and provide greater opportunities for individuals to learn anytime and anywhere. A focus on high-quality, relevant, flexible and easily accessible programming is possible by leveraging the use of new educational technologies. Supporting our faculty to develop their digital skills dedicated to state-of-the-art education approaches will empower and inspire them to become more effective educators.

ACADEMIC ENTERPRISE



To provide customer-centred programs and services to support CPD's financial stability.

Thoughtful academic enterprise must hold in tension the reality that learners are also customers and education is also a business. CPD is committed to a secure and financially sustainable future. Adopting an academic enterprise strategy driven by educational rigour, customer needs and awareness of market demands will strengthen CPD's products and services, promote diversification of revenue streams, and encourage development of viable educational products.

GOAL

We will provide customer-centred programs and services to support CPD's financial stability.

STRATEGIES

- 1. Create an entrepreneurial culture within CPD focused on developing educational innovation.
- 2. Adopt a business model that supports sustainable for-profit and not-for-profit generating continuing professional development that reinvests in health care education.
- 3. Develop a robust marketing and communication approach to enhance the CPD brand among regional, national and international customers.

IMPACT

A strong business model and sustainable finances are essential. These pillars will allow CPD to operate efficiently and provide the infrastructure and human resources to most effectively serve and engage our customers. Building on the financial support of Schulich Medicine & Dentistry, CPD will develop market-driven continuing professional development programs and services which support the identified learning needs of faculty and health care providers; ensuring appropriate balance between external demands and scientific validity, integrity and objectivity. CPD is committed to adhering to ethical standards and to the use of best practices in program development, implementation and governance ensuring continuing accountability to the institution and stakeholders it serves.

SCHOLARSHIP & INNOVATION



To employ an evidence-informed methodology and research approach to advance quality patient care and lead in the field of continuing professional development.

Scholarship and innovation positively impact health outcomes by transforming our understanding of health issues and generating new solutions. CPD will develop research capabilities, create and disseminate new knowledge, and take an evidence-informed approach in its research activities which will, in turn, support the advancement of medical knowledge, education, professional development and patient care.

GOAL

We will employ an evidence-informed methodology and research approach to advance quality patient care and lead in the field of continuing professional development.

STRATEGIES

- 1. Promote a research-based education framework that supports scholarly approaches to the delivery of academic programs in Schulich Medicine & Dentistry.
- 2. Support ongoing effective and achievable change within Schulich Medicine & Dentistry through teaching innovation and curriculum enhancement.
- 3. Engage in research and innovation that contributes to advancing the discipline of continuing professional development.
- 4. Disseminate and communicate the research and scholarship of CPD and its partners.
- 5. Support interdisciplinary research, entrepreneurship and innovation across Schulich Medicine & Dentistry.

IMPACT

We will build our reputation as a world-class facility for continuing medical education and the delivery of research-informed faculty development. We will support change through teaching innovation and curriculum enhancement within Schulich Medicine & Dentistry. We will use scholarly approaches to advance how education is delivered and examine the connections between research, education and health care outcomes.



OUR STRATEGIC PLANNING PROCESS

Strategic planning is about building a roadmap for the future. Throughout CPD's planning, we were mindful of these guiding questions:

- What do our stakeholders need now and in the future?
- What will we focus on in the next six years?
- How will we achieve these goals?
- How will we measure our progress and success?

CPD'S STRATEGIC PLANNING PROCESS INCLUDED FOUR STAGES:

PREPARE AND RESEARCH

A process was developed to tap into the wisdom and perspective of CPD stakeholders. A diverse group of stakeholders participated in the consultation process, including CPD staff and members of Schulich Medicine & Dentistry and Western University communities, and CPD education and health partners.

PLAN FOR THE FUTURE

Informed by its stakeholder consultation process, CPD staff and key partners participated in a planning retreat to identify CPD's priorities, goals and strategies for the next six years.

WRITE THE PLAN

The discussions and decisions that coalesced at the planning retreat came together to form CPD's new strategic plan. The strategic plan was prepared by CPD's writing team, and reviewed and endorsed by CPD leadership and Schulich Medicine & Dentistry faculty.

IMPLEMENT AND EVALUATE

CPD is eager to achieve our goals and celebrate our successes. We will move to action by:

- Implementing our strategies and evaluating our progress
- Ensuring day-to-day operations are focused on our mandate and goals
- Communicating with stakeholders to report our achievements

We are confident this plan will help CPD achieve our vision of becoming an innovative education hub that inspires life-long learning, promotes scholarship and engages health care professionals.

Strategic Plan facilitated by Platinum Leadership Inc.



APPENDIX

APPENDIX I:

Strategic Planning Steering Committee and Writing Team

STRATEGIC PLANNING STEERING COMMITTEE

Richard CherryAssociate Dean, CPDDavid DixonSenior Advisor, CPDJason EadieManager, CPD

Larissa Husarewych Project Coordinator, CPD

STRATEGIC PLANNING WRITING TEAM

Ellen Brown Program Administrator, CPD

Richard Cherry Associate Dean, CPD

Jason Eadie Manager, CPD

Larissa HusarewychProject Coordinator, CPDMark WeyersEducational Developer, CPD

STRATEGIC PLANNING CONSULTANTS

Andrew Bartley Principal, Platinum Leadership Inc.

Corinne Walsh Principal, Platinum Leadership Inc.

APPENDIX II:

Strategic Planning Retreat Participants

JANUARY 14, 2016

Ellen Brown Program Administrator, CPD
Jim Calvin Chair/Chief, Medicine
Richard Cherry Associate Dean, CPD

Gerry Cooper Associate Dean, Windsor Campus

David DixonSenior Advisor, CPDJason EadieManager, CPD

Meghan EdmistonProgram Coordinator, CPDLarissa HusarewychProject Coordinator, CPD

George KimAssistant Dean, Rural & Regional Community EngagementLorelei LingardDirector, Centre for Education Research & InnovationGary TithecottAssociate Dean, Undergraduate Medical EducationChris WatlingAssociate Dean, Postgraduate Medical Education

Mark Weyers Educational Developer, CPD

JANUARY 19, 2016

Michael Brock Medical Writer, CPD

Ellen Brown Program Administrator, CPD

Richard Cherry Associate Dean, CPD

Kathy Dantzer Program Administrator, CPD

David DixonSenior Advisor, CPDJason EadieManager, CPD

Meghan EdmistonProgram Coordinator, CPDLarissa HusarewychProject Coordinator, CPDDanny KimMedical Writer, CPD

Marcia LefebvreAdministrative Assistant, CPDErika Janeth MezaAdministrative Assistant, CPD

Michael Murray Medical Writer, CPD

Mark Weyers Educational Developer, CPD

APPENDIX III:

Stakeholder Consultation Process Faculty and Staff from Schulich Medicine & Dentistry Invited to Participate

Michael Strong Dean, Schulich School of Medicine & Dentistry

DECANAL GROUP

Gerry CooperAssociate Dean, Windsor CampusDenise FiglewiczVice Dean, Research & Innovation

Bertha Garcia Vice Dean, Education

Robert Hammond Associate Dean, Admissions **Douglas Jones** Vice Dean, Basic Medical Sciences

George Kim Assistant Dean, Rural & Regional Community Engagement

Terri Paul Associate Dean, Learner Equity & Wellness
Mithu Sen Assistant Dean, Faculty Equity & Wellness
Margaret Steele Vice Dean, Hospital & Interfaculty Relations
Gary Tithecott Associate Dean, Undergraduate Medical Education
Chris Watling Associate Dean, Postgraduate Medical Education

DEPARTMENT CHAIRS AND CHAIR/CHIEFS

Jim Calvin Department of Medicine

John Denstedt Surgery
David Litchfield Biochemistry

Kathryn Myers General Internal Medicine

Stephen Wetmore Family Medicine

ADMINISTRATIVE LEADERS

Betty Holme Director, Organizational Effectiveness

Dwayne Martins Chief Operating Officer, Schulich School of Medicine & Dentistry

Justin Quesnelle Manager, Clinical Skills Learning Program

Sergio Rodriguez Director, Information Services

John Ruicci Director, Education

Nicole Sbrocca Manager, Schulich School of Medicine & Dentistry – Windsor Campus

Dale Shelley Director, Project Management Office

CONTINUING PROFESSIONAL DEVELOPMENT

Michael Brock Medical Writer

Ellen Brown Program Administrator
Linda Bruce Program Coordinator
Richard Cherry Associate Dean

Kathy Dantzer Program Administrator

David Dixon Senior Advisor

CONTINUING PROFESSIONAL DEVELOPMENT - CONTINUED

Jason Eadie Manager

Meghan EdmistonProgram CoordinatorLarissa HusarewychProject CoordinatorDanny KimMedical Writer

Marcia LefebvreAdministrative AssistantErika Janeth MezaAdministrative Assistant

Michael Murray Medical Writer

Mark Weyers Educational Developer

CONTINUING EDUCATION DIRECTORS AND CLINICAL FACULTY

Larry AllenOphthalmologyClark BaldwinFamily MedicineSandrine de RibaupierreMedical Biophysics

Varinder Dua
Roya Etemad-Rezai
Alex Hammond
Stewart Harris
Diane Hawthorne

Psychiatry
Medical Imaging
Oncology
Family Medicine
Family Medicine

Ian HerrickAnesthesia & Perioperative MedicineIrene HramiakEndocrinology and Metabolism

John Jordan Otolaryngology - Head and Neck Surgery

Mariamma Joseph Pathology and Laboratory Medicine

Vranda KamathFamily MedicineKen LeeFamily MedicineDavid McCartyCardiologyBill McKeoughFamily Medicine

Jeff Nisker Obstetrics & Gynaecology

Brooke Noftle Family Medicine

Kathryn Roth Otolaryngology - Head and Neck Surgery

Allan Skanes Cardiology

Joanna WalshPathology and Laboratory MedicineMichele WeirPathology and Laboratory MedicineStan van UumEndocrinology and Metabolism

Gerald Wisenberg Medical Biophysics

OTHER KEY INDIVIDUALS

David Hill Scientific Director, Lawson Health Research Centre

Phil Hunt Director, Business Development & CSTAR

Graeme HunterAssistant Director, Faculty Development, DentistryArthur KiddAssistant Director, Learner Equity & Wellness

Lorelei Lingard Director, Centre for Education Research & Innovation

Maureen MacPherson Professional Staff Relations Specialist, London Health Sciences Centre

Shanil Narayan Regional Academic Director, Distributed Education Program

Christopher Schlachta Medical Director, CSTAR

Shannon Venance Director CBME Implementation, Postgraduate Medical Education

APPENDIX IV:

Stakeholder Consultation Process Persons External to Schulich Medicine & Dentistry Invited to Participate

WESTERN UNIVERSITY

Deborah DawsonDirector, Teaching Support CentreDeanna GroganeLearning Technology Team Leader

Jean Savage Associate Director, Client Support, Information Technology Services

Vicki Schwean Dean, Faculty of Education

Gavan Watson Associate Director eLearning, Teaching Support Centre

Carolyn Young Director, Continuing Studies

LOCAL HEALTH INTEGRATION NETWORK (LHIN)

Kelly Gillis Senior Director, System Design and Integration, South West

Sandra Lariviere Health System Design Manager, Erie St. Clair

Martin Lees Primary Care Lead, Erie St. Clair

REGULATORS AND NATIONAL COLLEGES

Canadian Medical Protective Association (CMPA)

Gordon Wallace Managing Director, Safe Medical Care

Ontario Hospital Association (OHA)

Bob Lester Physician Advisor

Ontario Medical Association (OMA)

Barb LeBlanc Executive Director, Health Policy

Ontario Ministry of Health and Long-Term Care (MOHLTC)

Jody Hendry Manager, Health Workforce Education Strategies Unit

Lee Tregwin Provincial Planner

The College of Family Physicians of Canada (CFPC)

Jamie Meuser Executive Director, CPD

Amy Outschoorn Director, CPD

The Ontario College of Family Physicians (OCFP)

Jessica Hill Chief Executive Officer

The College of Physicians and Surgeons of Ontario (CPSO)

Daniel FaulknerHealth Care ExecutiveJennifer FillinghamEducation LiaisonBill McCauleyMedical Advisor

The Royal College of Physicians and Surgeons of Canada (RCPSC)

Craig Campbell Director, CPD

Jennifer Gordon Associate Director, CPD

Tanya Horsley Associate Director, Research and Principal Scientist

CPD DEANS AT CANADIAN MEDICAL SCHOOLS

Khalid Azzam Assistant Dean, McMaster University

Bob Bluman Acting Associate Dean, The University of British Columbia

Diane ClavetVice Dean, Université de SherbrookeLara CookeAssociate Dean, University of CalgaryVernon CurranAssociate Dean, Memorial UniversityPaul HendryVice Dean, University of OttawaConstance LeBlancAssociate Dean, Dalhousie University

Andries Muller Assistant Dean, University of Saskatchewan

Lucie RochefortVice Dean, Université LavalIvan RohanAssociate Dean, McGill UniversitySuzan SchneeweissAssociate Dean, University of TorontoJeff SislerVice Dean, University of ManitobaKaren SmithAssociate Dean, Queen's University

Janice Willett Associate Dean, Northern Ontario School of Medicine

APPENDIX V:

Strategic Planning Retreat Agenda

Day 1 - Thursday, January 14, 2016 Day 2 - Tuesday, January 19, 2016 8:00 a.m. - 4:00 p.m. Deerview Room, Windermere Manor

THURSDAY, JANUARY 14, 2016

Welcome and introductions

- Overview of strategic planning
- Guiding principles for decision-making, including discussion of consensus-building and risk tolerance

Break

- What is CPD's big picture? Exploring CPD's vision, mission and values
- What have we heard? Discussion of stakeholder consultation report themes, trends and outliers
- Where will CPD go? Articulating CPD's six-year vision

Lunch

- What will CPD achieve? Developing CPD's strategic priorities and goal statements
- Is CPD aligned? Preliminary discussion of alignment between the recommended priorities and goals with desired impact, funder requirements, stakeholder feedback and needs, and organizational mission and values

Between now and then, next steps and departure

TUESDAY, JANUARY 19, 2016

Welcome and review

- Reflection, Alignment and Buying In Discussion of CPD's recommended six-year priorities and goals
- What strategies will CPD use to get there? Creating and prioritizing strategies to pursue goals

Break

Strategy-setting continued

Lunch

- How will CPD know it is successful? Creating KPIs for each goal
- What are the first steps? Action planning for Year 1

Wrap up, next steps and departure

APPENDIX VI:

Glossary of Terms

CONTINUING MEDICAL EDUCATION:

Activities undertaken to enhance competence, increase learning, and provide better care for patients.⁵

CONTINUING PROFESSIONAL DEVELOPMENT (CPD):

All forms of learning and professional development related to activities of all health professionals, including faculty development and continuing medical education.

CONTINUING PROFESSIONAL DEVELOPMENT (CPD):

Educational unit within the Schulich School of Medicine & Dentistry, Western University that is responsible for providing continuing medical education and faculty development programs and services.

FACULTY DEVELOPMENT:

A broad range of methods to support faculty members in their roles as educators, researchers and administrators.⁶

NEEDS ASSESSMENT:

A systematic process of collecting and analyzing information on what a target group needs to learn.⁷

APPENDIX VII:

References

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Continuing Professional Development Schulich School of Medicine & Dentistry Western University

> Ste. 227, 100 Collip Circle London, ON Canada N6G 4X8 t. 519.661.2111 ext. 81577 f. 519.661.3295 e. cpd@schulich.uwo.ca www.schulich.uwo.ca/cpd



