



دائرة الصحة
DEPARTMENT OF HEALTH

CME/CPD PROVIDOR AND ACTIVITY QUALITY ASSURANCE MANUAL

Healthcare Workforce Sector
Healthcare Workforce Monitoring Department



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Terms and Glossary

Accreditor: An Authority that sets and enforces the standards for CME providers and/or activities through review and approval of facilities/activities and monitors and enforces guidelines for these facilities/activities. The accreditor for Continuous Medical Education in Abu Dhabi is the Department of Health (DoH)

Accreditation: The framework by which a program of CME/CPD is assessed to determine whether the program meets the accreditor's requirements.

Accreditation criteria: The requirements against which CME/CPD providers' compliance is determined to achieve or maintain accreditation.

Accredited CME/CPD: The term used to refer to continuing medical education that has been deemed to meet the requirements and standards of a CME/CPD accrediting body.

Accredited CME/CPD provider: A facility accredited as a provider of continuing medical education. Accredited CME/CPD providers assume the responsibility and accountability for developing certified educational activities.

Accreditation Statement: For all accredited activities, the provider accreditation statement should be presented and typed as follows. "For directly provided activities: "The (name of accredited provider) is accredited by the Abu Dhabi Department of Health to provide CME/CPD for healthcare providers. This activity is designated for XXXX CME/ CPD credits.

CME/CPD activity: An educational offering that is planned, implemented, and evaluated in accordance with the DoH Accreditation Criteria, Standards, terms, and conditions.

CME/CPD credit: The "Unit" assigned to CME/CPD activities. The requirements for credit designation are determined by DoH.

Commercial bias: Content or format in a CME/CPD activity or its related materials that promotes the products or business lines of an ineligible company. Commercial bias is defined as information presented in a manner that attempts to sway participants' opinions in favor of a particular commercial product for the express purpose of furthering a commercial entity's business.

Commercial support: Financial or in-kind support from an DoH-defined ineligible company that is used



to pay all or part of the costs of a CME/CPD activity.

Competence: In the context of evaluating effectiveness of a CME/CPD activity, the extent to which learners know how to implement (or stop doing) what the activity intended to teach them.

Compliance: The finding given when a CME/CPD provider has fulfilled the DoH requirements for the specific criterion in the Accreditation Criteria or policy.

Continuing Medical Education (CME): The educational activity aims to increase health professionals' knowledge, skills, performance and/or patient outcomes, and to assist health professionals with maintenance of licensure. CME represents that body of knowledge and skills generally recognized and accepted by the profession as within the basic medical sciences, the discipline of clinical medicine, and the provision of healthcare to the public.

Continuing Professional Development (CPD): The educational activities aimed to improve, maintain, and broaden the professional's specialty knowledge necessary for the execution of professional and technical duties. Includes all activities that health professionals undertake, including CME, to maintain, update, develop, and enhance their knowledge, skills, and attitudes in response to the needs of their patients.

Course: A live CME/CPD activity where the learner participates in person. A course is planned as an individual event. Examples: annual meeting, conference, seminar.

Enduring material: An activity that endures over a specified time and does not have a specific time or location designated for participation; rather, the participant determines whether and when to complete the activity. Examples: online interactive educational module, recorded presentation, podcast.

Faculty: The individuals responsible for teaching, authoring, or otherwise communicating the activity content to learners.

Financial relationships Financial or in-kind support from pharmaceutical, biotechnology or medical device companies that have a direct interest in health professionals' recommendations creates conditions in which external interests could influence the availability and/or content of continuing medical education (CME). Financial relationships between such sources and individual health professionals who organize CME, teach in CME, or have other roles in continuing professional education can carry similar potential to



influence CME in undesired ways.

Ineligible Company: Companies that are ineligible to be accredited as a CME/CPD provider are those whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients.

Live activity: Activity that occurs at a specific time as scheduled by the accredited CME/CPD provider. Participation may be in person or remotely as is the case with teleconferences or live internet webinars.

Monitoring: The DoH monitors and audit accredited providers and reviews the program and activity data they submit on a periodic or random basis. In addition, DoH has a formal procedure for accepting and reviewing complaints from the public and the CME/CPD community about accredited providers' compliance with accreditation and credit system requirements.

Non-accreditation: The accreditation decision by the DoH that a CME/CPD provider has not demonstrated compliance with the appropriate DoH requirements.

Noncompliance: The finding given by the DoH when a CME/CPD provider does not fulfill the DoH requirements for the specific criterion in the Accreditation Criteria or policy.

Probation: Accreditation status given by the DoH to accredited providers that have serious problems meeting DoH requirements. The accredited provider must correct the noncompliance issues to return to a status of Accreditation. While on probation, a provider may not jointly provide new activities.

Program of CME/CPD: The provider's CME/CPD activities and functions taken as a whole.

Relevant Financial Relationships: Financial relationships of any amount are defined as relevant if the educational content is related to the business lines or products of the ineligible company.



1. Provider Eligibility Criteria	
1.1 Types of Providers That May Submit Activities for Accreditation or Be Accredited in the DoH System. Those Facilities whose mission and function are:	
1.1.1	Providing clinical services directly to patients;
1.1.2	The education of healthcare professionals;
1.1.3	Serving as fiduciary to patients, the public, or population health;
1.1.4	Licensed to develop and/or present a program of CME/CPD for healthcare professionals
1.1.5	<p>Examples of eligible facilities include:</p> <ul style="list-style-type: none"> • Healthcare Providers <ul style="list-style-type: none"> ○ Hospital (General – Specialized – Rehabilitation – Nursing Home) ○ Center (Day surgery – primary health care – medical – dental – fertility centers – dialysis centers) • Educational Providers <ul style="list-style-type: none"> ○ Education Service Enterprises Investment, institution, and Management ○ Consulting and Research and Development in the Field of Technology Education ○ Educational Facilities Management ○ Professional Specialized Institute ○ Society Colleges and Intermediate Colleges ○ University and College ○ Training centers ○ Educational Consultancy ○ Administrative Support Training Services ○ Universities and Institutions Admission Services ○ Health Education Services ○ Early Educational and Rehabilitative Service ○ Special Education Services
1.2 Types of Facilities That are ineligible to be accredited in the DoH System (ineligible companies)	
1.2.1	Companies that are those whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients.
1.2.2	<p>Examples of Ineligible companies include:</p> <ul style="list-style-type: none"> • Advertising, marketing, or communication firms whose clients are ineligible companies. • Compounding pharmacies that manufacture or sell proprietary compounds. • Device manufacturers or distributors • Diagnostic labs that sell proprietary products • Growers, distributors, manufacturers or sellers of medical foods and dietary supplements • Manufacturers of health-related wearable products • Pharmaceutical companies or distributors • Reagent manufacturers or sellers



2. Provider Accreditation Criteria

Program mission, commitment to improvement, integrity, and independence: organizations applying for accreditation or reaccreditation as a provider of CME/CPD by DoH must demonstrate compliance with the following criteria:

2.1	Mission Statement: The provider has a CME/CPD mission statement that includes expected results articulated in terms of changes in competence, performance, or patient outcomes that will be the result of the program.
2.2	Data Quality: The provider gathers data or information and conducts a program-based analysis on the degree to which the CME/CPD mission of the provider has been met through the conduct of CME/CPD activities/educational interventions.
2.3	Activity and Program Planning: The provider identifies, plans, and implements the needed or desired changes in the overall program (e.g., planners, teachers, infrastructure, methods, resources, facilities, interventions) that are required to improve on its ability to meet the CME/CPD mission.
2.4	Integrity and Independence: The provider uses and can demonstrate that it follows all standards in the development of its CME/CPD activities as applicable.

3. Provider administrative responsibilities

Provider must have a management system to manage and monitor data related to provider and activities standards

3.1	Accreditation Statement: The provider must ensure that the appropriate DoH provider Accreditation Statement appears on CME/CPD activity materials and brochures distributed by the provider (see definition)
3.2	Contact Record: The provider must maintain an accurate list of contacts, including coordinators, organizers, Chair/Manager/CEO/ contacts
3.3	Payment: The provider must pay any fees as set by DoH, by due dates set by DoH if applicable
3.4	Data Reporting: The provider must respond to all DoH inquiries in a timely manner.
3.5	Data Management: The provider manages data ethically and professionally and has the resources and capacity to collect and report data on CME/CPD activities and the accreditation requirements to DoH and to learners as appropriate.
3.6	Data Privacy: The provider must maintain data privacy and learner confidentiality.
3.7	Attendance Records: The provider must have mechanisms in place to record and, when authorized by the participating healthcare provider, verify participation for six years from the date of the CME/CPD activity. The provider will report all learner completions in the DoH registration system within 30 days of completion of the activity by the learner.
3.8	Activity Planning: The provider must maintain a record of activity planning and presentation for at least two years, or for the duration of the accreditation term for accredited facilities, whichever is longer.



4. Activity Accreditation Criteria	
Educational planning of activities: CME/CPD activity must:	
4.1	be developed for healthcare professionals.
4.2	incorporate the educational needs (knowledge, competence, or performance) that underlie the professional practice gaps of the provider's own learners.
4.3	be designed to change competence, performance, or patient outcomes as described in its mission statement.
4.4	be presented in a format that is appropriate for the setting, objectives, and desired results of the activity.
4.5	be measured for impact on changes in competence, performance, or patient outcomes of the learners.
4.6	follow all applicable Standards for Integrity and Independence in Accredited Continuing Education.

5. Integrity and Independence Criteria	
5.1 Content Validity: Accredited providers are responsible for ensuring that their education is fair and balanced and that any clinical content presented supports safe, effective patient care	
5.1.1	CME/CPD must be based on current science, evidence, and clinical reasoning, while giving a fair and balanced view of diagnostic and therapeutic options.
5.1.2	All scientific research referred to, reported, or used in CME/CPD conform to the generally accepted standards of experimental design, data collection, analysis, and interpretation
5.1.3	It is the responsibility of accredited providers to facilitate engagement with these topics without advocating for, or promoting, practices that are not, or not yet adequately based on current science, evidence, and clinical reasoning.
5.1.4	Organizations cannot be accredited if they advocate for unscientific approaches to diagnosis or therapy, or if their education promotes recommendations, treatment, or manners of practicing healthcare that are determined to have risks or dangers that outweigh the benefits or are known to be ineffective in the treatment of patients
5.2 Commercial bias: Prevent Commercial Bias and Marketing in Accredited Continuing Education as Accredited continuing education must protect learners from commercial bias and marketing.	
5.2.1	The accredited provider must ensure that all decisions related to the planning, faculty selection, delivery, and evaluation of accredited education are made without any influence or involvement from the owners and employees of an ineligible company
5.2.2	Accredited education must be free of marketing or sales of products or services. Faculty must not actively promote or sell products or services that serve their professional or financial interests during accredited education
5.2.3	The accredited provider must not share the names or contact information of learners with any ineligible company or its agents without the explicit consent of the individual learner
5.3 Identify Financial relation: The accredited provider is responsible for identifying relevant financial relationships between individuals in control of educational content and ineligible companies and managing these to ensure they do not introduce commercial bias into the education	



5.3.1	Collect information: Collect information from all planners, faculty, and others in control of educational content about all their financial relationships with ineligible companies within the prior 24 months. There is no minimum financial threshold; individuals must disclose all financial relationships, regardless of the type and the amount, with ineligible companies.
5.3.2	Information Discloser: Individuals must disclose regardless of their view of the relevance of the relationship to education.
5.3.3	Disclosure information must include: <ul style="list-style-type: none"> • The name of the ineligible company with which the person has a financial relationship. • The nature of the financial relationship. Examples of financial relationships include employee, researcher, consultant, advisor, speaker, independent contractor (including contracted research), royalties or patent beneficiary, executive role, and ownership interest. • Research funding from ineligible companies should be disclosed by the principal or named investigator even if that individual's institution receives the research grant and manages the funds.
5.3.4	The owners, administrators and employees of ineligible companies must be excluded from participating as planners or faculty and must not be allowed to participate in any aspect of the planning, delivery, or evaluation of accredited continuing education
5.3.5	Owners, administrators, and Employees of Ineligible Companies may participate as planners or faculty in these specific situations: <ul style="list-style-type: none"> • When the content of the activity is not related to the business lines or products of their employer/company. • When the content of the accredited activity is limited to basic science research, such as pre-clinical research and drug discovery, or the methodologies of research, they do not make care recommendations. • When they are participating as technicians to teach the safe and proper use of medical devices, and do not recommend whether or when a device is used
5.4 Identify relevant financial relationships	
5.4.1	Review and Identify: Review the information about financial relationships to determine which relationships are relevant. Financial relationships are relevant if the educational content an individual can control is related to the business lines or products of the ineligible company.
5.5 Disclose the presence or the absence of all relevant financial relationships to learners	
5.5.1	All relevant financial information should be disclosed to learners
5.5.2	Disclosure to learners must include each of the following: <ul style="list-style-type: none"> • The names of the individuals with relevant financial relationships. • The names of the ineligible companies with which they have relationships. • The nature of relationships. • A statement that all relevant financial relationships have been mitigated
5.5.3	Ineligible companies must be identified by their name only. Disclosure to learners must not include ineligible companies' corporate or product logos, trade names, or product group messages.
	Learner must be Informed on the absence of relevant financial relationships with ineligible companies with planners, faculty, and others in control of content (either individually or as a group)



5.5.4	Learners must receive disclosure information, in a format that can be verified at the time of accreditation, before engaging with the accredited education
5.5.5	Exceptions: Accredited providers do not need to identify, mitigate, or disclose relevant financial relationships for any of the following activities: <ul style="list-style-type: none"> Accredited education that is non-clinical, such as leadership or communication skills training.
5.6 Mitigate relevant financial relationships	
5.6.1	Take steps to prevent all those with relevant financial relationships from inserting commercial bias into content
5.6.2	Mitigate relationships prior to the individuals assuming their roles. Take steps appropriate to the role of the individual. For example, steps for planners will likely be different than for faculty and would occur before planning begins
5.6.3	Document the steps taken to mitigate relevant financial relationships.

6. Manage Commercial Support	
6.1 Commercial Bias: applies only to CME/CPD that receives financial or in-kind support from ineligible companies	
6.1.1	Accredited providers that choose to accept commercial support (defined as financial or in-kind support from ineligible companies) are responsible for ensuring that the education remains independent of the ineligible company and that the support does not result in commercial bias or commercial influence in the education.
6.1.2	The support does not establish a financial relationship between the ineligible company and planners, faculty, and others in control of content of the education.
6.2 Decision-making and disbursement: The accredited provider must make all decisions regarding the receipt and disbursement of the commercial support	
6.2.1	Ineligible companies must not pay directly for any of the expenses related to the education or the learners
6.2.2	The accredited provider may use commercial support to fund honoraria or travel expenses of planners, faculty, and others in control of content for those roles only
6.2.3	The accredited provider must not use commercial support to pay for travel, lodging, honoraria, or personal expenses for individual learners or groups of learners in accredited education
6.2.4	The accredited provider may use commercial support to defray or eliminate the cost of the education for all learners
6.3 Agreement	
6.3.1	The terms, conditions, and purposes of the commercial support must be documented in an agreement between the ineligible company and the accredited provider.
6.3.2	The agreement must be executed prior to the start of accredited education. An accredited provider can sign onto an existing agreement between an accredited provider and a commercial supporter by indicating its acceptance of the terms, conditions, and amount of commercial support it will receive
6.4 Accountability	



6.4.1	The accredited provider must keep a record of the amount or kind of commercial support received and how it was used.
6.4.2	The accredited provider must produce and show commercial support information upon request, by DoH or by the ineligible company that provided the commercial support
6.5 Disclosure to learners	
6.5.1	The accredited provider must disclose to the learners the name(s) of the ineligible company(ies) that gave the commercial support, and the nature of the support if it was in-kind, prior to the learners engaging in the education
6.5.2	Disclosure must not include the ineligible companies' corporate or product logos, trade names, or product group messages

7. Manage Ancillary Activities	
Accredited providers are responsible for ensuring that education is separate from marketing by ineligible companies—including advertising, sales, exhibits, and promotion—and from nonaccredited education offered in conjunction with accredited continuing education	
7.1 Marketing and Exhibit arrangement: Arrangements to allow ineligible companies to market or exhibit in association with accredited education must not:	
7.1.1	Influence any decisions related to the planning, delivery, and evaluation of the education
7.1.2	Interfere with the presentation of the education
7.1.3	Be a condition of the provision of financial or in-kind support from ineligible companies for the education
7.2 Ancillary activities in relation to educational activities: The accredited provider must ensure that learners can easily distinguish between accredited education and other activities	
7.2.1	Marketing, exhibits, and nonaccredited education developed by or with influence from an ineligible company or with planners or faculty with unmitigated financial relationships must not occur in the educational space within 30 minutes before or after an accredited education activity
7.2.2	Activities that are part of the event but are not accredited for continuing education must be clearly labeled and communicated as such
7.2.3	Learners must not be presented with marketing while engaged in the accredited education activity
7.2.4	In case of online, Learners must be able to engage with the accredited education without having to click through, watch, listen to, or be presented with product promotion or product-specific advertisement.
7.2.5	Educational materials that are part of accredited education (such as slides, abstracts, handouts, evaluation mechanisms, or disclosure information) must not contain any marketing produced by or for an ineligible company, including corporate or product logos, trade names, or product group messages
7.2.6	Information distributed about accredited education that does not include educational content, such as schedules and logistical information, may include marketing by or for an ineligible company
7.2.7	Ineligible companies may not provide access to, or distribute, accredited education to learners.



8. DoH Quality Assurance Responsibilities	
DOH responsibility is to ensure that CME/CPD activities are conducted in accordance to the accreditation standards	
8.1	From time to time, DoH may conduct provider and/or activity audits to ensure provider adherence to the standards
8.2	The DoH reserves the right to review materials at any time, without prior notice
8.3	DOH may perform Complaint audit in response to suspicion of noncompliance, or participant or faculty complaint.
8.4	The DOH may perform a random audit on any live activity or any activity that has been awarded DOH credit, up to one year from the date of the activity approval
8.5	The DOH may perform a random audit on provider that has been awarded DOH accreditation at the beginning of the approval and at any point during the provider accreditation validity period
8.6	Provider who does not meet the requirement are notified that they are deficient and provided several options for getting into compliance with DOH standards
8.7	Providers who receive decisions of Probation or Nonaccreditation maybe subjected to administrative action including request a Reconsideration of the decision.
8.8	Reconsideration is an opportunity for a provider to show that it has evidence that was not made available, or not considered in the original decision that would have allowed it to demonstrate compliance.
8.8	<p>Failure to comply may result on.</p> <ul style="list-style-type: none"> • Probation: provider will have high level of audit and quality assurance metric evaluation • Temporary suspension of CME/CPD activity submission and provision • Permanent suspension of CME/CPD activity submission and provision

9. CME/CPD Credit Reciprocity	
9.1	The purpose of CME/CPD credit reciprocity is to allow healthcare professionals to receive credit for participating in quality education implemented or developed outside of Abu Dhabi. DoH recognizes and provides a reciprocity of CME/CPD credit for credit systems outside of Abu Dhabi that follow the general framework by systems recognized as substantially equivalent to DoH accreditation criteria. These are limited to those that meet international standards and/or have a track record of offering high quality CME/CPD accreditation in their jurisdictions.
9.2	<p>The following is a list of accreditors whose credits are currently recognized by DoH:</p> <ul style="list-style-type: none"> • Ministry of Health and Prevention (MOHAP) • Dubai Healthcare Authority (DHA) • The Oman Medical Specialty Board (OMSB) • Saudi Commission for Health Specialties (SCFHS) • Accreditation Council for Continuing Medical Education (ACCME) • Accreditation Council for Pharmacy Education (ACPE) • American Medical Association Physician Recognition Award (AMA-PRA) • ANCC for nursing • Royal College of Physicians and Surgeons of Canada • College of Family Physicians of Canada



References

1. DoH Standards for Commercial Support of CME/CPD activities:
<https://www.doh.gov.ae/en/programs-initiatives/meed/doh-standard-for-commercial-support>
2. Medical Education and Examination Criteria: <https://www.doh.gov.ae/en/programs-initiatives/meed/cme-program>
3. CME Providers Special Conditions: <https://www.doh.gov.ae/-/media/Feature/CME/PDF/CME-CPD-Program-Special-Condition.ashx>
4. Health Professional Policy Manual: <https://www.doh.gov.ae/-/media/A47D9907918943438EDB512BE9347AB8.ashx>
5. Health Providers Policy Manual: <https://www.doh.gov.ae/-/media/7EA6916C486A4D6BBA0036C8CD931B11.ashx>
6. Medical Education Program for Applicant: <https://www.doh.gov.ae/en/programs-initiatives/meed/cme-for-applicant>
7. Accreditation Council of Continuous Medical Education Accreditation Criteria:
<https://www.accme.org/accreditation-rules/accreditation-criteria>
8. ACCME Standards for Integrity and Independence in Accredited Continuing Education:
<https://www.accme.org/accreditation-rules/standards-for-integrity-independence-accredited-ce>
9. ACCME Policies: <https://www.accme.org/accreditation-rules/policies>
10. Unified Professional Qualification Requirements: <https://www.doh.gov.ae/en/pqr>