UNIVERSITY of FLORIDA
College of Pharmacy

OFFICE OF CONTINUING EDUCATION

POLICIES AND PROCEDURES MANUAL

Table of Contents

University of Florida College of Pharmacy Office of Continuing Pharmacy Education Mission and Goals

1. **<u>Office of Continuing Pharmacy Education Mission Statement:</u>**

   The University of Florida College of Pharmacy Office of Continuing Pharmacy Education (CPE) provides high-quality, evidence-based educational opportunities for pharmacists and technicians. The CPE Office plans, implements, and evaluates educational activities that advance professional competence, foster continuing professional development, and optimize patient-centered care and healthcare delivery.

2. **<u>Office of Continuing Pharmacy Education Goals:</u>**

   The University of Florida College of Pharmacy Office of CPE will assist pharmacists and technicians in maintaining and enhancing their professional competence across various practice settings by offering CPE activities that enable pharmacists and technicians to:

   1. Improve their knowledge of pharmacy practice and patient-centered care;
   2. Enhance their abilities to apply new knowledge to optimize patient-centered care and healthcare delivery;
   3. Develop expertise in specialized areas to support continuing professional development; and
   4. Meet educational requirements for re-licensure.

Policy 1.0: Continuing Pharmacy Education Administration

The Continuing Pharmacy Education (CPE) Administrator, referred to herein as the Director of Continuing Pharmacy Education, at the University of Florida is responsible for the administration of the CPE Office and its compliance with Accreditation Council for Pharmacy Education (ACPE) standards, policies, and procedures. The person in this role is accountable for assuring and demonstrating that CPE Office policies and procedures meet and/or exceed ACPE standards and that all processes for developing, accrediting, offering, and evaluating CPE educational activities are consistently meet a standard of excellence and are compliant with or exceed educational standards outlined by ACPE.

1. **CPE Administrator Roles and Responsibilities**

   The Director of CPE at the University of Florida must be able to:

   - Use evidence-based adult and organizational learning principles to improve the performance of healthcare professionals, healthcare teams and the organizations in which they work, in order to improve patient outcomes. (Using Adult/Organizational Learning Principles)
   - Implement and improve independent, fair, balanced, and evidenced-based educational interventions that produce expected results for learners and the organizations in which they work. (Designing Educational Interventions)
   - Use data to evaluate the effectiveness of CPE activities/interventions and the impact of the overall CPE program. (Measuring the Performance of CPE Activities and the Overall CPE Program)
   - Collaborate and partner with stakeholders to help achieve CPE mission and goals. (Collaborating and Partnering with Stakeholders)
   - Manage and administer the UF COP Office operations to meet personnel, finance, legal, logistical, accreditation, CPE credit, and/or regulatory standards. (Manage and Administer the CPE Program)
   - Provide visionary leadership for the CPE program, including establishment of long- and short-term strategic planning, vision, and entrepreneurial goals to guide the global development and direction of the CPE Office. (Lead the CPE Program)
   - Continually assess individual and CPE program performance and make improvements through relevant learning experiences. (Engage in Self-Assessment and Lifelong Learning)
   - Approach the practice of CPE from a system-thinking perspective, recognizing that pharmacy professionals are part of a complex healthcare system that delivers patient care. (Engage in Systems Thinking in CPE).

2. <u>**Professional Development**</u>

The UF COP continually supports the professional development of all faculty and staff by supporting faculty and staff participation in trainings such as a) participation in ACPE Administrator workshops, national development meetings for Salesforce, and conferences on adult learning principles and b) completion of online software systems training and certification through the University of Florida (e.g., Canvas, Qualtrics, Wordpress) or external organizations (e.g., Salesforce).

3. <u>**CPE Office Administrative Changes**</u>

The following steps have been designed to assure a smooth and orderly transition in the event that a new CPE Administrator and/or office supervisor is appointed.

- The current CPE Administrator and/or supervisor must notify ACPE prior to his/her departure of a change in administration.
- The CPE administrator will receive training to ensure familiarity with the operations, procedures, and responsibilities of the UF COP CPE Office.
- The new CPE administrator will either attend an in-person ACPE Administrators' Workshop or complete the ACPE CPE Webinar Series within 30 days of his/her start date. This training will ensure familiarity with current ACPE standards, policy and procedures, general administrative, and other liaison responsibilities between the UF COP CPE Office and the ACPE.
- When a change in administrator, address or contact information occurs, the UF COP CPE Office will submit an online Provider Verification Form via the Provider Web Tool prior to the change taking place.

    o **Instructions for Updating the Provider Verification Form in Provider Web Tool in the Event of Administrative Changes**
    1. Login to the Provider Web Tool
    2. Click on the "Provider Verification Form"
    3. Click on "Make Changes"
    4. Enter the changes into the appropriate fields
    5. Click "Submit"

Policy 2.0: Educational Activities

The UF COP CPE Office will ensure all educational activities align with one of the three ACPE activity types: knowledge -, application-, or practice-based activities. Prior to accreditation, each educational activity will be reviewed by CPE Office faculty and categorized into one of the activity types based on the activity objectives, purpose, content, desired learning outcomes, and activity length. All accredited activities will align with the UF COP CPE Office's mission and goals and will meet the educational needs of pharmacists and/or pharmacy technicians. The UF COP CPE Office accredits and offers knowledge-, application-, and practice-based activities.

1. **Types of CPE Activities**

   - **Knowledge-based CPE activity:**
     - These CPE activities are primarily constructed to transmit knowledge (e.g., facts).
     - The facts must be based on evidence as accepted in the literature by the health care professions.
     - The minimum amount of credit for these activities is 15 minutes or 0.25 contact hour.
   - **Application-based CPE activity:**
     - These CPE activities are primarily constructed to apply the information learned in the time allotted.
     - The information must be based on evidence as accepted in the literature by the health care professions.
     - The minimum amount of credit for these activities is 60 minutes or one contact hour.
   - **Practice-based CPE activity:**
     - These CPE activities are primarily constructed to instill, expand, or enhance practice competencies through the systematic achievement of specified knowledge, skills, attitudes, and performance behaviors.
     - The information within the practice-based CPE activity must be based on evidence as accepted in the literature by the health care professions.
     - The formats of these CPE activities should include a didactic component and a practice experience component.
     - The UF COP CPE Office uses an instructional design strategy for practice-based activities that is rationally sequenced, curricular based, and supports achievement of the stated professional competencies.
     - The minimum amount of credit for these activities is 15 contact hours.

Policy 3.0: Joint Providers

Accreditation Services for Joint Provider Activities

The UF Office of Continuing Pharmacy Education (UF CPE) does not currently accredit jointly provided activities. However, in the event the jointly provided activities are accredited, the following policies will be used to govern these activities in accordance with the Accreditation Council for Pharmacy Education (ACPE) Policies and Procedures Manual:

For any jointly provided activity, UF CPE will collaborate with the joint provider throughout the entire accreditation process and will provide a timeline for the submission of required ACPE program information based on the activity date.

For any jointly provided activities, UF CPE provides the following services:
- Guide CPE Activity Director and Program Faculty regarding ACPE requirements, teaching and learning strategies, and any other educational needs.
- Ensure all program materials meet accreditation standards outlined by ACPE.
- Provide a mechanism for program evaluation in compliance with ACPE standards.
- Document and provide a written summary of program evaluation data and feedback for program faculty and CPE Activity Director.
- Report credit and/or issue statements of credit as appropriate.
- Ensure that ACPE's Standards for Commercial Support are met (e.g., financial relationship disclosures, resolution of conflict of interest, disclosure of commercial support and relevant financial relationship to participants).

For any jointly provided activities, UF CPE retains the right to have input on, and final approval of, all of the following items:
- Activity title
- Gap analysis and needs assessment
- Learning objectives appropriate to pharmacists and/or pharmacy technicians
- Activity announcement literature (e.g., websites, brochures, flyers, email marketing)
- Activity format (e.g., live, home study, live and home study)
- Amount of CPE credit to be awarded
- Activity type (e.g., knowledge, application, or practice-based)
- Activity agenda
- Target audience designation (e.g., pharmacist and/or pharmacy technician)
- Program faculty
- Disclosures (e.g., planning committee, speakers, authors, content reviewers)
- CVs (e.g., planning committee, speakers, authors, content reviewers)
- Financial sponsors/grantors/commercial supporters
- Program planning process
- Educational materials (e.g., PowerPoint or other presentation materials/slides, monographs, handouts)
- Learning Assessment questions

The following timeline/deadlines apply to all Jointly Provided Activities:

- <u>90 days prior to the CPE Activity</u>:
  The joint provider must contact the UF CPE to request program planning material (e.g.,

faculty guidance, disclosure forms, list of ACPE requirements) and state their intent to work with the office to accredit its educational activity. UF CPE will provide a faculty guidance document, blank disclosure forms, and schedule a planning meeting with the joint provider.

- <u>60 days prior to the CPE Activity</u>:
  The joint provider must submit the following:
  - Activity title
  - Gap analysis and needs assessment
  - Learning objectives appropriate to pharmacists and/or pharmacy technicians
  - Activity announcement literature (e.g., websites, brochures, flyers, email marketing)
  - Activity format (e.g., live, home study, live and home study)
  - Activity Agenda
  - Target audience designation (e.g., pharmacist and/or pharmacy technician)
  - List of program faculty and program planning committee, including each individual's degree, credentials, organization and job title
  - Disclosures (e.g., planning committee, speakers, authors, content reviewers)
  - CVs (e.g., planning committee, speakers, authors, content reviewers)
  - List of financial sponsors/grantors/commercial supporters
  - Activity budget
  - Program planning process

  Based on this information, UF CPE will determine the activity type (e.g., knowledge, application, practice) and the amount of CPE credit to be awarded.
  UF CPE will review the required information to ensure compliance with ACPE requirements and provide feedback to the Joint Provider within 15 days of submission. Any requested revisions must be submitted to UF CPE within 10 days of receipt of the request.

  UF CPE will grant conditional approval to jointly-provided educational activities upon receipt of all required documentation. Final approval will occur once the educational materials and active learning questions are peer-reviewed by UF COP faculty (see below) and any requested revisions are completed.

- <u>21 days prior to the CPE Activity</u>:
  The joint provider must submit the following:
  - Educational materials (e.g., PowerPoint or other presentation materials/slides, monographs, handouts)
  - Active learning questions (must be appropriate based on the activity type)
  - Any program changes that occurred since original submission

  UF CPE faculty will review the educational materials and active learning assessments to ensure material is educationally sound and based on current literature. The assessment questions will be reviewed to make sure they meet the requirements of the programs activity type. If revisions are requested, the joint provider must re-submit within 10 days for the activity to be eligible for accreditation.

  UF CPE will grant final approval to jointly provided educational activities after receipt of all required documentation and verification of compliance with ACPE standards.

The following will be provided to the joint provider upon UF CPE approval:

- Universal Activity Number
- Hyperlink to program evaluation
- CPE Credit reporting information and instructions

Credit Reporting Information
- UF CPE Office will report CPE credit for participants who sign in and complete the online program evaluation.
- UF CPE will report CPE credit to CPE Monitor and CE Broker, as applicable. Paper statements of CPE credit can be printed from the participant's NABP e-profile.
- A credit reporting fee will be applied, even if credit is not reported due to the pharmacist, technician, or activity director providing incorrect information (e.g., license number(s), DOB).
- Participants will be notified that all pharmacists and pharmacy technicians should maintain their own license and/or certification and it is their responsibility to follow up with UF CPE regarding credit discrepancies.
- UF CPE reserves the right to award or deny credit to a late-claiming participant (e.g., ≥60 days after participation in the CPE activity.
- UF CPE reserves the right to request access to CPE Monitor® if the activity in question occurred within the previous 6 months and with an appropriate reason for access, i.e. power outage, etc.
- Participants should contact UF CPE with any questions or credit reporting discrepancies.

- <u>15 days after the CPE Activity</u>
  The Joint Provider must submit a sign-in sheet verifying individual attendance. Once the sign-in sheet is received, the CPE office will close the evaluation, report CPE credit, aggregate program and speaker evaluation data, and communicate the evaluation summary to the Program Faculty and Joint Provider. The final budget must also be submitted if financial support is provided for the activity.

  UF CPE will report credit for participants who sign in and complete the online program evaluation. UF CPE will contact the individual and Joint Provider regarding reporting errors to request accurate CPE reporting information. Upon request, participants have 7 days to submit accurate reporting information.

- <u>45 days after the CPE Activity</u>
  UF CPE will review any credit reporting errors and make a final attempt to contact the individual and/or Joint Provider to obtain accurate data and correct reporting errors. Upon request, participants have 5 days to submit the accurate reporting information.

Policy 4.0: Activity Announcement Literature

Adequate advance information should be provided to prospective learners in order to enable them to be well informed regarding CPE activities. UF COP CPE Office achieves this through by requiring standardized educational Activity Announcements be made available to potential learners in a timely manner during the CPE Activity Planning Process. The UF COP CPE reviews and documents compliance of all Activity Announcements using the Activity Review Checklist/Rubric.

1. **<u>General Activity Material Requirements</u>**

Materials that offer the opportunity to participate, purchase, or register for a CPE activity must include the following informational items:

- The learning objectives;
- The type of activity, i.e., knowledge, application, practice;
- The target audience(s) that may best benefit from the activity;
- The fees for the activity;
- The schedule of the educational activities;
- The amount of CPE credit, specified in contact hours or CEUs;
- The official ACPE logo, used in conjunction with a statement identifying the accredited provider(s) sponsoring or joint providing the activity, according to the exact language of the prescribed statement:
  - "The University of Florida is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education."
- The ACPE Universal Activity Number assigned to the activity;
- The appropriate target audience designation ('P' and/or 'T');
- A full description of all requirements established by the provider for successful completion of the CPE activity and subsequent awarding of credit (e.g., passing a post-test at a specified proficiency level, completing an activity evaluation form, participating in all sessions or certain combinations of sessions which have been designed as a program package, etc.);
- Acknowledgment of any organization(s) providing financial support for any component of the educational activity; and,
- For home study activities: the initial release date and the expiration date.

2. Requirements for Online Activity Announcements

In addition to the informational items listed above, promotional materials for Internet-based CPE activities should clearly and explicitly specify the following, with the exception of local or restricted communication networks (i.e., intranet):

Activity announcements displayed on the Internet must include all of the required elements outlined in the activity announcement materials, as well as the following:

- **Hardware requirements:** The minimum hardware requirements including the minimum memory, storage, processor speed, and multimedia components required by the learner;
- **Software requirements:** The minimum software requirements including, where appropriate, the Internet Browser(s) and minimum version along with any Browser "Plug-Ins" that may be required;
- **Internet:** The Internet connectivity and minimum connection speed the learner must have;
- **Provider Contact Information:** The accredited provider must have a mechanism in place for the learner to be able to contact the provider if there are questions about the Internet CPE activity;
- **Policy on Privacy and Confidentiality:** The accredited provider must have, adhere to, and inform the learner about its policy on privacy and confidentiality that relates to the CPE activities it provides on the Internet; and
- **Copyright:** The UF COP Office must be able to document that it owns the copyright for, or is licensed or has received permissions for use of, or is otherwise permitted to use copyrighted materials within any CPE activity.

3. **Requirements for Multi-Day Conference Announcements**

Activity announcements for multi-day conferences must include the following:

- The learning objectives of the overall conference;
- The target audience(s) that may best benefit from the conference;
- The fees for the conference;
- The schedule of the educational activities;
- The amount of CPE credit, specified in contact hours or CEUs;
- The official ACPE logo, used in conjunction with a statement identifying the accredited provider(s) sponsoring or joint providing the activity, according to the exact language of the prescribed statement:
    - "The University of Florida is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education."
- The ACPE Universal Activity Numbers assigned to the activities;
- The appropriate target audience designation ('P' and/or 'T');
- A full description of all requirements established by the provider for successful completion of the CPE activities within the conference and subsequent awarding of credit (e.g., passing a post-test at a specified proficiency level, completing an activity evaluation form, participating in all sessions or certain combinations of sessions which have been designed as a program package, etc.); and,
- Acknowledgment of any organization(s) providing financial support for any component of the educational activity.

4. **Requirements for Final Conference Materials**

In addition to complete conference and ACPE Accreditation information, final conference materials for live conferences must include the following information for each educational session:

- The faculty member(s) name, degree, and title/position;
- The faculty member's disclosures; and,
- The learning objectives of the activities.
- The type(s) of activities offered at the conference, i.e. knowledge, application, practice.

5. **Additional Requirements for Announcement Materials**

This policy does not apply to materials such as a 'teaser,' save-the date cards, advertisements post cards, etc. that are intended to alert learners about an upcoming CPE activity. For these materials, the UF COP CPE Office may use the ACPE logo and provider statement as indicated above, but cannot include any language alluding to or indicating that the Office has applied for ACPE credit. Instead, the following language may be used: "This activity is eligible for ACPE credit; see final CPE activity announcement for specific details."

Policy 5.0: Continuing Education Credit

The UF COP Office must review each activity to ensure the number of contact hours of CEUs offered are appropriate based on the activity type (knowledge-, application-, and practice-based) identified in the educational material.

1. **Activity Types and Amount of CPE Credit**

The UF COP CPE Office has adopted ACPE's definitions of activity types and minimum number of credit hour requirements (For additional information about requirements for different activity types, see Policy 2.0).

- **Knowledge-based CPE activity**: The minimum credit for these activities is 15 minutes or 0.25 contact hour.
- **Application-based CPE activity**: The minimum credit for these activities is 60 minutes or one contact hour.
- **Practice-based CPE activity**: The minimum credit for these activities is 15 contact hours.

2. **Amount of Credit Awarded for CPE Activities**
- Credit awarded for live CPE activities is based on the amount of time the educational activities takes from start to finish. The amount of CPE credit awarded for live CPE activities is based on real-time calculations. For example, a 60-minute live CPE activity equates to 1.0 contact hours (0.1 CEU).
- Credit awarded for home-study CPE activities is based on the amount of time the educational activity will take from start to finish. Whenever possible, home-study activities are piloted prior to launch to collect data on time required to complete each activity. In addition, as part of the evaluation process, learners are asked how long it took them to complete the CPE

activity. These data are audited periodically to ensure alignment with CPE credit assignment and time to complete educational activity. If discrepancies are noted in either of these processes, the UF COP CPE Office reserves the right to require revision of the CPE activity or adjustment of credits awarded.

3. **Review of Live CPE Activity Content**

CPE faculty will review educational content (e.g., presentation slides) for all live CPE activities to ensure the intended content is evidence based and appropriate for the activity type, among other criteria. CPE Activity content may need to be revised based on the findings of the review process. The UF COP CPE Office reserves the right to request changes and/or deny accreditation approval to live CPE activities if the educational content does not meet UF COP CPE Office Standards. This review process is documented via the Slide Review Checklist/Rubric (**Appendix 1: Slide Review**).

4. **Review of Home-Study CPE Activity Content**

All home-study content will be peer-reviewed by CPE faculty and/or external reviewers to ensure the educational material is appropriate for the proposed activity, is based on current medical evidence, uses adult learning principles, and is of a length consistent with the number of CPE credit hours awarded. Pharmacy faculty and/or pharmacy technician reviewers, in conjunction with the UF COP CPE Office, reserve the right to request changes and/or deny accreditation approval to home-study CPE activities if the educational content does not meet UF COP CPE Office Standards.

5. **Awarding Partial CPE Credit**

Partial CPE credit will not be provided. A Universal Activity Number (UAN) is assigned to each CPE activity, and learners will only receive full credit for successful completion of the entire CPE activity, or no credit for non-completion. The assignment of the UAN will be differentiated to accurately reflect the CPE activity type to ensure accuracy of the topic designator, and simplify issuing the credit.

Policy 6.0: Record Keeping

The UF COP CPE Office maintains and assures the availability of records adequate to serve the needs of learners and others requiring such information for a minimum of six years. All CPE documentation and learner data are maintained electronically and stored in Salesforce and/or electronic file-sharing systems.

1. **Maintenance and Storage of CPE Activity Information**

The following CPE Activity data are maintained electronically in Salesforce for a minimum of 6 years and indexed by Activity Name and Universal Activity Number.
- Activity Name
- Universal Activity Number (UAN)
- CE Broker Number
- Event Date, if applicable
- UAN Expiration Date
- Fee

- Target Audience
- CPE Hours Awarded
- Activity Type
- Format (Live or home-study)
- Location, if applicable

2. **Maintenance and Storage of CPE Activity Supporting Documents**

The following supporting documents are compiled in an electronic file-sharing system during the activity planning process and uploaded into Salesforce when the CPE Activity is approved. Supporting documents are indexed in Salesforce by Activity Name and Universal Activity Number. As a backup measure, all supporting document files are also retained in the electronic file-sharing system for a minimum of six years.
- Completed CPE Activity Planning Form
- Needs assessment
- Objectives
- Disclosure form
- Presenter/Faculty CVs
- Planning process
- Activity announcement
- Slides and review document
- Activity Description Form from the Provider Web Tool
- Program evaluation data
- Attendance records (sign-in sheets)

Policy 7.0: Awarding CPE Credit

The UF COP CPE Office submits all activity and participant information online via CPE Monitor within 21 days of the activity using the activity's Universal Activity Number. To report credit, the UF COP CPE Office collects the participant's NABP e-profile ID number, month and date of birth, and date of activity participation in the final online program evaluation, which is also linked to the Universal Activity Number. CPE credit information is available in the pharmacist's NABP e-profile after credits have been processed by ACPE and NABP.

1. **Awarding Credit for Live CPE Activities**

Attendance Verification
- To receive credit for live CPE activities, learners must sign-in, participate in the entire activity, complete an online activity evaluation, and meet any other activity-specific requirements (e.g., demonstration of skill, achievement of passing score on a post-test). All such requirements must be included in the CPE activity announcement.
- For online live webinars, learners are required to document attendance through submission of a session-specific attendance code with their activity evaluation form and participation in online active learning activities (e.g., polls, submitting response to patient case challenges).

- CPE staff identify learners who have met all requirements for the live CPE activity and also complete the online activity evaluation. CPE Credit is awarded to those individuals who complete all of these steps.

Collection of Learner Data
- Once the live program is completed, a link to the online activity evaluation (**Appendix 2: Evaluation Questions**) is emailed to learners who were in attendance. The activity evaluation (administered via Qualtrics software) must be completed within 15 days of the CPE Activity.
- All data required for credit reporting are collected via the online activity evaluation, including the participant's month and date of birth (MMDD), NABP number, and participation date. Participant-specific evaluation data are linked electronically to the CPE Activity Name and ACPE UAN number for CPE Monitor Reporting.

Administrative Coordination of Credit Reporting
- At 15 days post-activity, an internal electronic alert linked to the UAN fires in Salesforce to prompt CPE staff to close the online activity evaluation.
- Within 7 days of closing the online activity evaluation, CPE staff report credit to CPE Monitor and conduct any needed follow-up with participants to resolve reporting errors (i.e., incorrect NABP or DOB).
    - Participants with reporting errors are notified that the UF COP CE Office has 60 days to report credit to NABP and that it is the participant's responsibility to ensure the correct information is provided within the 60-day period. Participants are encouraged to provide this information within 7 to 10 days.
- At 45 days post-activity, an internal electronic alert linked the UAN fires in Salesforce to prompt CPE staff to verify credit reporting. Participants with any remaining credit reporting issues are contacted again with a 5-day deadline to provide the correct information to UF COP CPE Office for credit reporting within the 60-day deadline.

2. **Awarding Credit for Home-Study CPE Activities**

- Activity registration and CPE credit reporting for home-study activities is automatically coordinated through interface among QuickReg (home-study course registration software), Canvas (online learning management system), Salesforce, and CPE Monitor.
- Participants register for home-study courses in QuickReg, at which time the participant provides his/her NABP number, month/day of birth (MMDD), and other required information. Each registration is linked to the participant information and the specific UAN number for that activity.
- Once participants are registered, QuickReg communicates activity registration data to Salesforce, which allows CPE staff to track activity enrollment and document all learner communications.
- Learners access home-study activity content via Canvas (online learning management system). Canvas provides learners with access to activity contents, instructions for completion, and tracks student progression through the activity.
- Once the home-study activity is successfully completed, it is documented in Canvas, and communicated electronically to Salesforce and QuickReg. Within 24 hours, QuickReg submits required participant completion information to CPE Monitor for credit reporting.

- Once credit reporting is complete, an automatic email is generated from Salesforce to the participant providing confirmation. If a credit reporting error occurs, the UF COP CPE Office contacts the participant to resolve the error as described for live CPE activities above.

3. **Technical Specifications Guide for CPE Monitor**

The UF COP CPE Office relies on the Technical Specifications Guide to assist in the upload process for participant information.

4. **Statements of CPE Credit**

All statements of credit issued by UF COP CPE Office must include the following informational items.

- The name of the learner;
- The title and date(s) of the activity;
- Type of activity: knowledge, application, practice;
- The appropriate target audience designation ("P" or "T")
    - Separate statements of credit must be issued to pharmacists and pharmacy technicians
    - If a non-pharmacist attends the activity, a statement of credit with a "P" designation should be issued;
- The accredited provider sponsoring or joint providing the activity;
- The official ACPE logo;
- The amount of credit awarded;
- The assigned ACPE Universal Activity Number;
- The date the CPE Administrator signed the original statement of credit (either hand-written or electronically generated).

The UF COP Office will not to use the term "certify" or "certification" on its statements of credit to prevent any confusion with certification processes.

5. **Statements of Credit for Health Care Professionals Other than Pharmacists or Pharmacy Technicians**

The UF COP CPE Office provides statements of credit to healthcare professionals other than pharmacists/pharmacy technicians to show successful completion of CPE activities within 60 days of participation. Completed and signed statements of credit will be distributed following activity completion within the timeframe stated by the UF COP CPE Office. The UF COP CPE Office does not provide incomplete or blank statements of credit.

6. **Administrative Warning**

The UF COP CPE Office understands that it will be placed on Administrative Warning, probation or an adverse action, defined as withdrawal, denial or removal of accreditation may be taken if the UF COP CPE Office fails to submit an activity and/or enter participant information online via CPE Monitor.

7. **Awarding Late Credit**

All pharmacists and pharmacy technicians maintain their own license and/or certification and it is their responsibility to follow up with the provider if any CPE credit discrepancies are found. The UF COP CPE Office has implemented multiple checks and balances to ensure credit is reported on time. If a credit discrepancy or other error occurs, UF COP CPE office will take all possible steps to award credit to a late-claiming participant (i.e., more than 60 days after CPE activity). If the credit discrepancy is due to participant error, participants will be charged a fee to claim late credit. If the discrepancy is due to a UF COP CPE office error, credit will be reported at no charge to the participant.

Policy 8.0: Financial Resources

UF COP CPE Office budget and resources shall be adequate to sustain the activities undertaken and their continued improvement, the maintenance and security of records of CPE activities and statements of credit, and for the training and professional development of the CPE administrator and the provider's staff.

To ensure this, the UF COP CPE Office conducts monthly and annual audits of income and expenses in conjunction with UF COP Fiscal Services. This auditing process includes review of global income and expense measures as well as more granular data, such as income and expenses for each CPE activity or income by type, format, or target audience of the CPE activity. These data inform long-term financial sustainability for the office as a whole and also enable the Office to incorporate sustainability into short- and long-term strategic planning. The UF COP CPE Office reports sustainability data along with any recommendations for needed changes to COP leadership on an annual basis, or more often as needed.

Policy 9.0: Provider Web Tool

1. **Change in Administrator**

Policy 3 summarizes procedures to ensure appropriate steps are taken in the event of a change in administrator, address, or contact information for UF COP CPE Office.

2. **Activity Description Form**

UF COP CPE Office submits an Activity Description Form via the Provider Web Tool for each CPE activity at least 14 days prior to the initial release date of an activity. The following information is entered into the Provider Web Tool at submission:

- Release year
- Sequence number
- Learner designation (Pharmacists – P or Pharmacy Technicians – T)
- Title of the activity
- Learning objectives
- Topic designator (see below)
- Contact hours or Continuing Education Units (CEUs)
- Release and expiration dates
- Joint Providership information (N/A)
- Live dates/locations for live activities

- Format
- Home study format
- Receipt of grant support

Activity Description Forms are retained in Salesforce, linked to other required documentation by individual activity, and accessible at all times as needed. All CPE activities are required to undergo peer review to receive a UAN. For activities accredited for more than one year, the UF COP CPE Office conducts peer review of activity materials at least once every two years or more frequently if indicated by new scientific developments. If it is desired to continue an activity beyond its UAN expiration date, UF COP CPE Office facilitates a thorough review of program content, active learning activities, assessment questions, and all other materials to verify that they are accurate and up to date and make revisions if needed. Once the peer-review and revision processes are completed, a new UAN and expiration date can be assigned to the activity.

3. **Universal Activity Numbers**

   CPE activities that meet UF COP CPE Office criteria for approval are entered into the Provider Web Tool to generate a single and unique Universal Activity Number (UAN). The UAN number is developed as follows:

   - **Provider Number (0012):** The first four digits indicate the UF COP CPE Office ACPE provider number
   - **Joint Provider Designations:**
     - 0000 – no joint providership
     - 9999 – joint providership with an organization
   - **Calendar Year:** The third set of digits indicates the calendar year in which the activity is released.
   - **Sequence Number (0001 – 9999):** The fourth set of digits is the sequential number order in which the activity was submitted for that particular calendar year.
   - **Format Designators:**
     - L - Live activities
     - H - Home study and other mediated activities
     - B – Both for Practice-based activities
   - **Topic Designator:** The Topic Designator is the last 2 digits of the Universal Activity Number and is assigned as follows:
     - **01: Disease State Management/Drug Therapy** - activities that address drugs, drug therapy, and/or disease states.
     - **02: AIDS Therapy** - activities that address therapeutic, legal, social, ethical, or psychological issues related to the understanding and treatment of patients with HIV/AIDS.
     - **03: Law Related to Pharmacy Practice** - activities that address federal, state, or local laws and/or regulations affecting the practice of pharmacy.
     - **04: General Pharmacy** - activities that address topics relevant to the practice of pharmacy other than those included in the classifications of drug/disease therapy related, HIV/AIDS therapy related, and law.

- o **05: Patient Safety** - activities that address topics relevant to the prevention of healthcare errors and the elimination or mitigation of patient injury caused by healthcare errors.
  - o **06: Immunizations** - activities related to the provision of immunizations, i.e., recommend immunization schedules, administration procedures, proper storage and disposal, and record keeping. This also includes review for appropriateness or contraindication and identifying and reporting adverse drug events and providing necessary first aid.
  - o **07: Compounding** - activities related to sterile, nonsterile, and hazardous drug compounding for humans and animals. This includes best practices and USP quality assurance standards, environmental testing and control, record keeping, error detection and reporting, and continuous quality improvement processes.
- **Target Audience Designator:**
  - o If a CPE activity's target audience is exclusively for **pharmacists** the designation, "P" is used.
  - o If a CPE activity's target audience is exclusively for **pharmacy technicians** the designation, "T" is used.
  - o Note: If the CPE activity is intended for both pharmacists and pharmacy technicians, that activity will have the same Universal Activity Number with respect to the provider identification number, joint provider designation, year of release, sequence number, format and topic designator; however, the target audience designator in the number will be specific to each audience, either a "P" or "T." For example:
    - 0197-0000-17-001-L05-**P** (activity number for pharmacists)
    - 0197-0000-17-001-L05-**T** (activity number for pharmacy technicians)

Policy 10.0: Fees

The UF COP CPE Office pays an annual fee to ACPE to defray operational costs in accordance with the Board's non-profit corporate status. The fee schedule is posted on ACPE's website and is accessible to providers at all times. A provider's annual fee is assessed based on the number of activities offered, the number of CEUs allocated to each activity, and the number of learners. Providers will be placed in one of five fee levels determined by the number of Educational Service Units the provider offered over the course of the year (assessed electronically by the Annual Activity report in CPE Monitor™).

Fees are subject to change at any time throughout the year. The Board may adjust the fees, set effective dates for such adjustments at any regular or special meeting; provided however, no change in fees shall become effective no less than thirty (30) days following written notice by ACPE to all accredited providers.

Policy 11.0: Organization Name Change or Merger

If the UF COP CPE Office undergoes a name change or merger, it will submit legal documentation of the change in the form of an amendment to the articles of incorporation or other legal documentation to ACPE for confirmation and update of ACPE records.

Policy 12.0: Substantive Changes

The UF COP CPE Office adheres to ACPE's policies and procedures for reporting substantive changes.

1. **Procedures for Reporting Substantive Change**

   The UF COP Office will notify the ACPE of a change of the CPE administrator or change in supervisor, via the Provider Verification Form in the Provider Web Tool. For other substantive changes, the UF COP Office will notify ACPE in writing within 30 days of the change. Notification to ACPE will provide documentation that the program will continue to comply with standards.

2. **Non-Compliance with Substantive Change Reporting**

   The UF COP CPE Office understands that it has responsibility as an accredited provider to follow the Substantive Change policies and procedures of ACPE and to inform ACPE of such changes in accord with those procedures. The UF COP CPE Office understands that if it fails to follow this substantive change policy and its procedures, the accreditation of the program may be placed in jeopardy.

Policy 13: Grievances

Grievances regarding activity fees, continuing education credit, course content, personnel or other matters related to CPE activities will be brought to the attention of the Director of Continuing Pharmacy Education. Every attempt, within the UF COP CPE Office's policies and procedures, will be made to satisfy the complainant.

Policy 14: Refunds

The UF COP CPE Office will utilize fair and equitable policies related to refund, transfer, and extension of courses. Refund policies may differ depending on the type, length, format, and other characteristics of individual CPE activities. Refund policies and instructions for submitting refund requests electronically are available online for each activity on the UF COP CPE Office website. Requests for refunds are reviewed on a weekly basis and responded to individually as appropriate.

Policy 15.0: Standards for Commercial Support

The UF COP CPE Office must ensure that all elements of activity planning are conducted independently of a commercial interest and that the educational content is presented with full disclosure and equitable balance. Educational topics and learning activities must be distinguished from topics and learning activities that are promotional or appear to be intended for the purpose of endorsing a specific commercial drug, device or other commercial product or service.

The UF COP Office must:

- ensure independence in planning and delivery of CPE activities, and
- implement a mechanism to prospectively identify and resolve conflicts of interest during the planning process, and
- use commercial support appropriately, and
- present content that is without commercial bias, and
- disclose required information.

1. **Independence**

   Each CPE activity's educational content must be created free of the control of a commercial interest. The ACPE defines a commercial interest as "any entity producing, marketing, re-selling, or distributing health care goods or services consumed by, or used on, patients. Providers of clinical service directly to patients are not 'commercial interests.'

   The following decisions must be made free of control of the commercial interest for all CPE activities.

   - Identification of CPE needs;
   - Determination of educational objectives;
   - Selection of presentation of content;
   - Selection of all persons and organizations that will be in a position to control the content of the CPE;
   - Selection of educational methods;
   - Evaluation of the activity

2. **Resolution of Personal Conflicts of Interests**

   The UF COP CPE Office has the responsibility to ensure that CPE content is free of commercial bias and to resolve any potential conflicts. Submission of a CPE Activity Planning Form is required for all CPE activities and this form must provide members of the Educational Activities Planning Committee, which includes anyone who is in a position to control the content of an educational activity. The UF COP CPE Office requires all members of the Educational Activities Planning Committee (Activity Director, Speaker, Author(s), and Planning Committee Member[s]) to disclose all relevant financial relationships and conflicts of interest with any commercial interest by completing a disclosure form (**Appendix 3: University of Florida, Full Disclosure Form**). "Relevant financial relationships" are defined as financial relationships in any amount occurring within the past 12 months that create a conflict of interest.

   Any individual who refuses to disclose relevant financial relationships will be disqualified from being a CPE Activity planning committee member, speaker, or author, and cannot have control of, or responsibility for, the development, management, presentation or evaluation of the CPE activity.

   The UF COP CPE Office reviews all disclosure forms to determine if conflicts of interest exist and determine if an existing relevant financial relationship creates a conflict of interest that must be resolved rather than merely disclosed.

   Options to resolve relevant financial relationships and conflicts of interest are listed below. Individuals in question can take an active role to help resolve the conflict.
   - Comprehensive review of relevant literature
   - Presentation of evidence-based guidelines
   - Review of guidelines and recommendations of national professional societies or pharmacy organizations
   - Peer review of presentation materials
   - Other strategies (individual must provide description of strategy)

Any individual with a conflict that cannot be resolved will be disqualified from being a CPE Activity planning committee member, speaker, or author, and cannot have control of, or responsibility for, the development, management, presentation or evaluation of the CPE activity.

3. **Appropriate Use of Commercial Support**

The UF COP CPE Office makes all decisions regarding the acceptance, disposition, and disbursement of commercial support and must have full knowledge of any and all commercial support associated with a CPE activity.

The acceptance of commercial support must not influence the CPE activity. Specifically, UF COP Office of CPE refuses to accept any commercial support that requires the Office to receive advice or services concerning teachers, authors, or participants or other education matters, including content, from a commercial interest as conditions of contributing funds or services.

The UF COP CPE Office requires all commercial support to be documented in a written agreement between the commercial interest and CPE Office (**Appendix 4: Letter of Agreement**). This written agreement must:

- Itemize how the CPE Office will use the commercial support in the development and presentation of the CPE activity;
- Itemize any organizations involved in the activity (e.g., cosponsors, education partners, managers), if applicable;
- Specify the organizational name of the commercial interest(s) that supplied the funds;
- Specify what funds or in-kind services will be given by the commercial interest to support the CPE activity; and
- Be signed and dated by the commercial interest and the UF COP CPE Office prior to the activity taking place.

Funds from commercial interests must be paid directly to the UF COP CPE Office alone and the CPE Office must be able to produce accurate documentation detailing the receipt and expenditure of the commercial support.

The CPE Office is the only entity authorized to pay honoraria or reimbursement of out-of-pocket expenses for CPE activity planners, speakers, or authors. Any such expenses or honoraria must be paid directly from the CPE Office to the individual and no additional payments can be made to any such individual outside of CPE Office honoraria or reimbursement (e.g., from the commercial interest).

For live CPE activities funded by commercial support, speakers or faculty listed on the agenda can only be paid honoraria or reimbursement for their specific role in the live CPE activity (e.g., speaker, moderator), with no payments made for additional participation in the activity as a learner or attendee. Commercial support must not be used to pay for travel, lodging, honoraria, or personal expenses for non-speaker or non-faculty participants of a CPE activity.

Meals and social events cannot compete with a CPE activity. It is acceptable for commercial support to pay for modest meals and social events at CPE activities as long as the serving of the meal and/or social event is separate from the educational activity. It is appropriate for CPE activity to occur during mealtime.

4. **Appropriate Management of Associated Commercial Promotion**

UF COP CPE Office prohibits product-promotion material or product-specific advertisement of any type in or during CPE activities. Promotional activities taking place in live (staffed exhibits, presentations) or enduring (printed or electronic advertisements) events or materials must be kept separate from CPE. All exhibitors are required to complete a written agreement signed by the UF COP CPE Office and the commercial interest (**Appendix 5: Exhibitor Contract).**

UF COP CPE Office requires commercial interests to follow the guidelines below for all materials:
- Print Materials - advertisements and promotional materials will not be interleafed within the pages of the CPE content. Advertisements and promotional materials may face the first or last pages of printed CPE content as long as these materials are not related to the CPE content they face and are not paid for by the commercial interests of the CPE activity
- Computer-Based Materials - advertisements and promotional materials will not be visible on the screen at the same time as the CPE content and not interleafed between computer 'windows' or screens of the CPE content
- Audio and Video Recording - advertisements and promotional materials will not be included within the CPE. There will be no 'commercial breaks.'
- Live, Face-to-Face Activities - advertisements and promotional materials cannot be displayed or distributed in the educational space immediately before, during, or after a CPE activity. Providers cannot allow representatives of Commercial Interests to engage in sales or promotional activities while in the space or place of the CPE activity.

All educational materials that are part of a CPE activity, such as slides, abstracts and handouts, cannot contain any advertising, corporate logo, trade name or a product/group message of an ACPE-defined commercial interest. All educational materials are reviewed by CPE faculty prior to approval for use in a CPE activity.

UF COP CPE Office allows print or electronic information distributed about the non-CPE elements of a CPE activity that are not directly related to the transfer of education to the learner, such as schedules and content descriptions, to include product promotion material or product-specific advertisement.

A commercial interest cannot provide CPE activity to learners (e.g., distribution of self-study CPE activities or arranging for electronic access to CPE activities).

5. **Content and Format Without Commercial Bias**

All CPE activities must promote improvements in quality in healthcare and not a specific proprietary or business interest. Educational activities must provide a balanced view of therapeutic options and reference the best available literature. It is important that no single product or service is overrepresented in the educational activity when other equal but competing products or services are available. Generic names should be used. If brand names are included, all brand names for a given generic product should be listed along with the generic name.

6. **Disclosures Relevant to Potential Commercial Bias**

Learners must be informed of any relevant financial relationships that were identified and resolved in the planning process to allow for full transparency. UF CPE requires any individual with relevant financial relationships to disclose to learners the following information:

- The name of the individual;
- The name of the commercial interest(s);
- The nature of the relationship the person has with each commercial interest.

For an individual with no relevant financial relationship(s) learners must be informed that no relevant financial relationship(s) exist.

Any commercial support and its source must also be disclosed to learners. When commercial support is provided 'in-kind,' the nature of the support must be disclosed to learners. 'Disclosure' must never include the use of a corporate logo, trade name, or a product/group message of an ACPE defined commercial interest.

A provider must disclose the above information to learners prior to the beginning of the educational activity using standardized disclosure language provided below:

Disclosure Language

No Disclosures
Jane Doe, Pharm.D has disclosed that she has no relevant financial disclosures. No one else in a position to control content has any financial relationships to disclose.

Disclosures
John Doe, Pharm.D has disclosed that he is a former stockholder of Company X, Inc., a company which no longer exists. Dr. Doe receives financial or material support from the University of XXX for being named as a co-inventor on a pending patent for a genomic prescribing system. No one else in a position to control content has any financial relationships to disclose.

Policy 16.0: Regularly Scheduled Series

The following policies are used to govern Regularly Scheduled Series (RSS) activities in accordance with the Accreditation Council for Pharmacy Education (ACPE) Policies and Procedures Manual. For any RSS, UF CPE will collaborate with ==UF College of Pharmacy departments and affiliated hospital systems activity directors== throughout the entire accreditation process. UF CPE will provide a timeline for the submission of required ACPE program information based on the initial release date for the RSS and each session date.

Regularly Scheduled Series Definition

An RSS is a series of multiple educational sessions for the same audience (e.g., professional staff of a hospital or health system) that occur on a regular basis (e.g., weekly, monthly) and is accredited using the same Universal Activity Number per session.

In order for an RSS to be designated with one UAN, each session within the series must have the same:
- Number of contact hours
- Overall learning objectives
- Activity type designation (e.g., knowledge, application, practice)
- Target audience (e.g., hospital professional staff)
- Topic designator
- Format (live only)

The date, location, and subject matter of each session must be recorded to distinguish each session as a unique educational offering. No more than one RSS session per UAN may occur on a given date.

UF CPE provides the following services for all RSS CPE activities:
- Provides guidance to CPE Activity Director and Program Faculty regarding ACPE requirements, teaching and learning strategies, and any other educational needs.
- Ensures all program materials meet accreditation standards outlined by ACPE.
- Provides a mechanism for program evaluation in compliance with ACPE standards.
- Documents and provides a written summary of program evaluation data and feedback for program faculty and CPE Activity Director.
- Reports CPE credit and/or issues statements of credit as appropriate.
- Ensures that ACPE's Standards for Commercial Support are met (e.g., financial relationship disclosures, resolution of conflict of interest, disclosure of commercial support and relevant financial relationship to participants).

UF CPE retains the right to have input on, and final approval of, the following items for all RSS CPE activities:
- Number of contact hours awarded
- Activity title
- Gap analysis and needs assessment
- Overall learning objectives appropriate to pharmacists and/or pharmacy technicians and target audience(s)
- Activity announcement literature (e.g., websites, brochures, flyers, email marketing)
- Activity format (e.g., live, home study, live and home study)
- Amount of CPE credit to be awarded
- Activity type designation (e.g., knowledge, application, or practice-based)

- Activity agenda
- Target audience designation (e.g., pharmacist and/or pharmacy technician)
- Program faculty
- Disclosures (e.g., planning committee, speakers, authors, content reviewers)
- CVs (e.g., planning committee, speakers, authors, content reviewers)
- Financial sponsors/grantors/commercial supporters
- Program planning process
- Educational materials (e.g., PowerPoint or other presentation materials/slides, monographs, handouts)
- Learning Assessment questions
- Program budget

The following timeline/deadlines apply to all RSS CPE Activities:

- 90 days prior to the initial release date:

  The Activity Director must contact UF CPE to request program planning materials (e.g., faculty guidance, disclosure forms, and a list of ACPE requirements) and state their intent to collaborate with UF CPE to create a RSS. UF CPE will provide a faculty guidance document, blank disclosure forms, and schedule regular planning meetings with the activity director and will only partner with programs that align with the mission of the office.

- 60 days prior to the initial release date:

  The Activity Director and UF CPE must finalize the following items, which are developed in conjunction with the UF CPE faculty and administration through a collaborative planning process:
  - Activity title
  - Gap analysis and needs assessment
  - Overall learning objectives appropriate to pharmacists and/or pharmacy technicians
  - Activity announcement literature (e.g., websites, brochures, flyers, email marketing)
  - Activity format (e.g., live, home study, live and home study)
  - Amount of CPE credit to be awarded
  - Activity Type (e.g., knowledge, application, practice)
  - Activity Agenda
  - Target audience designation (e.g., pharmacist and/or pharmacy technician)
  - List of program faculty and program planning committee, including each individual's degree, credentials, organization and job title
  - Disclosures (e.g., planning committee, speakers, authors, content reviewers)
  - CVs (e.g., planning committee, speakers, authors, content reviewers)
  - List of financial sponsors/grantors/commercial supporters
  - Program budget
  - Program planning process
  - Dates of each scheduled session within the series

  UF CPE will work with the activity director to ensure the RSS program materials are in compliance with ACPE requirements. and provide feedback to the Activity Director within 15 days of submission. Any requested revisions must be submitted to UF CPE within 10 days of receipt of the request. At this time, UF CPE will grant conditional approval to the RSS CPE Activity upon receipt

of all required documentation. Final approval will occur once the educational materials and active learning questions are peer-reviewed by UF COP faculty for each session date (see below). and any requested revisions are completed.

The UF CPE Office will apply for the Universal Activity Number and create the online program evaluation once the RSS is conditionally approved.
- Universal Activity Number
- Program evaluation
- CPE Credit reporting information and instructions

This Universal Activity Number and program evaluation will remain the same for each session date within the RSS CPE Activity.

UF CPE understands the final program faculty may not be secured for all of the session dates within the series at the time of conditional accreditation. The Activity Director must submit any schedule changes (e.g., program dates and/or program faculty) within 21 days of the scheduled session date. Failure to comply will result in the session date not being eligible for credit.

- 21 days prior to the session date:

  The Activity Director and UF CPE will work together to finalize the following:
  - Educational materials (e.g., PowerPoint or other presentation materials/slides, monographs, handouts)
  - Active learning questions (must be appropriate based on the activity type)
  - Any program changes that occurred since original submission

  UF CPE faculty will ensure the educational materials and active learning assessments are educationally sound and based on current literature and consistent with the overall educational objective and meet the requirements of the program activity type. The assessment questions will be reviewed by UF CPE to make sure they meet the requirements of the programs activity type. If revisions are requested, the activity director must re-submit within 10 days for the activity to be eligible for accreditation.
  UF CPE will grant final approval of this RSS session date after all program material is collected and the office can ensure its compliance with ACPE standards.
  These documents and this review process must occur for each session date within the RSS series. Failure to meet these requirements will result in the session date not being eligible for CPE credit.
  Credit reporting information will be provided to the program faculty so he/she can provide it to the learner at the end of each session.

Credit Reporting Information
- UF CPE Office will report CPE credit for participants who sign in and complete the online program evaluation.
- UF CPE will report CPE credit to CPE Monitor and CE Broker, as applicable. Paper statements of CPE credit can be printed from the participant's NABP e-profile.
- A credit reporting fee will be applied, even if credit is not reported due to the pharmacist, technician, or Activity Director providing incorrect information (e.g., license number(s), DOB).

- Participants will be notified that all pharmacists and pharmacy technicians should maintain their own license and/or certification and it is their responsibility to follow up with UF CPE regarding credit discrepancies.
- UF CPE reserves the right to award or deny credit to a late-claiming participant (e.g., ≥60 days after participation in the CPE activity.
- UF CPE reserves the right to request access to CPE Monitor® if the activity in question occurred within the previous 6 months and with an appropriate reason for access, i.e. power outage, etc.
- Participants should contact UF CPE with any questions or credit reporting discrepancies.

- <u>15 days after the session date:</u>

  The ==Program Faculty== must submit a sign-in sheet verifying individual attendance. Once the sign-in sheet is received, the CPE office will close the evaluation, report CPE credit, aggregate program and speaker evaluation data, and communicate the evaluation summary to the Program Faculty. ==and Activity Director==.
  UF CPE will report credit for participants who sign in and complete the online program evaluation. UF CPE will contact the individual ==and Activity Director== regarding reporting errors to request accurate CPE reporting information. Upon request, participants have 7 days to submit accurate reporting information.

- <u>45 days after the CPE Activity</u>

  UF CPE will review any credit reporting errors and make a final attempt to contact the individual to obtain accurate data and correct reporting errors. Upon request, participants have 5 days to submit the accurate reporting information.

Appendix 1

UF COP Office of Continuing Pharmacy

Education Slide Review Criteria

The criteria listed below are assessed by a pharmacy faculty member and rated as follow: No Changes Necessary, Revisions Suggested, Revisions Required

Follow-up and revisions are conducted with the speaker as needed to ensure slides meet stated criteria.

- ☐ **Slide 2:** The speakers disclosures are listed
  - o **Speaker X** has disclosed that she/he has no relevant financial disclosures. No one else in a position to control content has any financial relationships to disclose.
  - o **Speaker X** has disclosed that he/she is <insert disclosure>. No one else in a position to control content has any financial relationships to disclose.
- ☐ **Slide 3:** ACPE official statement and logo included
  - o "The University of Florida is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education."
- ☐ **Slide 4:** List of final, approved activity objectives
- ☐ The stated learning objectives were met
- ☐ The educational content is evidence-based (e.g., references are current and appropriate)
- ☐ The educational activity is free of commercial bias
- ☐ The educational activity is well organized with concepts clearly explained
- ☐ The educational content lacks grammar and/or spelling errors
- ☐ The slide layout is visually appealing and easy to read (e.g., the font is easy to read and appropriately sized)
- ☐ The number of slides is appropriate for the allotted presentation time
- ☐ The images and graphics are free of copyright issues and cited appropriately
- ☐ All brand names are accompanied by the generic drug name(s)
- ☐ Two to three active learning questions are included in the presentation
- ☐ The presentation meets the requirements of the activity type (e.g., knowledge -, application - , practice- based)

Appendix 2

UF COP Office of Continuing Pharmacy

Education Evaluation Questions

Participant Information (Collected)

1. First Name
2. Last Name
3. Date of Birth (MMDD)
4. Email
5. Phone
6. State
7. Country
8. NABP License Number, if applicable
9. RPT License Number, if applicable
10. Occupation
    a. Pharmacist or Technician

11. Area of Practice (pharmacist only)
   - Community Pharmacist – Independent
   - Hospital Pharmacist
   - Community Pharmacist – Chain
   - Pharmacist – Armed Services or Regulatory Agency
   - Pharmacist – Other Government
   - Specialty Pharmacist Practice
   - Ambulatory/Clinical-Based Practice
   - Other, please specify.

12. Length of Practice (in years)
   - 0-5
   - 6-10
   - 11-15
   - 16-20
   - 21-25
   - 26-30
   - 30+

Achievement of Pharmacist Objectives *(Separate objectives listed depending on whether "pharmacist" or "technician" is selected as occupation)*

Did the activity achieve the following learning objectives? (Likert Scale)

☐ **Objective 1: [insert objective]**
   - Strongly Agree
   - Agree
   - Disagree
   - Strongly Agree

- o If Disagree or Strongly Disagree was selected, please explain why.

- **Objective 2: [insert objective]**
  - o Strongly Agree
  - o Agree
  - o Disagree
  - o Strongly Agree
  - o If Disagree or Strongly Disagree was selected, please explain why.

- **Objective 3: [insert objective]**
  - o Strongly Agree
  - o Agree
  - o Disagree
  - o Strongly Agree
  - o If Disagree or Strongly Disagree was selected, please explain why.

Effectiveness/Quality of Teaching and Learning Methods

All learners answer the following questions, but activity-specific pharmacist and technician evaluation data are collected and summarized separately for educational and ongoing quality improvement purposes:

Please rate the following: (Likert Scale)

1. **The usefulness of the educational materials.**
   - o Excellent
   - o Good
   - o Fair
   - o Poor

2. **The value of the content based on your educational needs.**
   - o Excellent
   - o Good
   - o Fair
   - o Poor

3. **The effectiveness of the teaching and learning methods.**
   - o Excellent
   - o Good
   - o Fair
   - o Poor

4. **The active learning techniques were effective. (Active learning is defined as being activity engaged in the learning process, rather than "passively" absorbing lectures).**
   - o Excellent
   - o Good
   - o Fair
   - o Poor

5. **The learning assessment activities.**
   - o Excellent
   - o Good
   - o Fair

   - o Poor

6. **The overall quality of the presentation.**
   - o Excellent
   - o Good
   - o Fair
   - o Poor

Speaker Questions (Likert Scale)

Was the activity presented in a fair and unbiased manner?
- ☐ Yes
- ☐ No
- ☐ If no was selected, please explain.

Please rate each of the following (Excellent, Good, Fair, Poor)

1. **The speaker's knowledge of the topic.**
   - o Excellent
   - o Good
   - o Fair
   - o Poor

2. **The speaker's organization in the presentation.**
   - o Excellent
   - o Good
   - o Fair
   - o Poor

3. **The overall quality of the speaker.**
   - o Excellent
   - o Good
   - o Fair
   - o Poor

4. **Please provide any additional comments and/or feedback you may have for the speaker.**
   [Free text response]

Needs Assessment Questions

1. **What additional topics would be of benefit to your professional development and**

practice improvement? Select all that apply.

- □ Aging
- □ Antibiotic Stewardship
- □ Anticoagulation
- □ Cancer
- □ Cardiology
- □ Career Development
- □ Consultant
- □ Controlled Substances
- □ Dementia

- □ Depression
- □ Diabetes
- □ Entrepreneurial Approaches
- □ Geriatrics
- □ Hepatitis
- □ HIV/AIDS
- □ Medication Non-Adherence
- □ Medication Therapy Management
- □ Motivational Interviewing
- □ Non-Compliance
- □ Obesity
- □ Osteoporosis
- □ Substance Abuse
- □ Teaching
- □ Telepharmacy
- □ Veterinary Pharmacy
- □ Other, please specify.

2. **Which length would you prefer for a live CE program? Select all that apply.**
   - □ 1-2 hour programs
   - □ Half day
   - □ Full day
   - □ Multiple days
   - □ No preference

3. **Which CE program format(s) are you interested in? Select all that apply.**
   - □ Live
   - □ In-person
   - □ Live Webinar
   - □ Live Teleconference
   - □ Recorded Webinar
   - □ Monograph (printed materials)
   - □ Other, please specify

Appendix 3

University of Florida, College of Pharmacy Office of Continuing Education

Contents of Full Disclosure Form

It is the University of Florida's policy to ensure balance, independence, objectivity and scientific rigor in all programs it provides. Everyone in a position to control the content of an educational activity must disclose all **relevant financial relationships** with commercial interests to the provider. The information you provide addresses several requirements of the national accreditation boards (ACPE, ACCME, etc.) regarding independence from commercial interests. This information must be disclosed to participants prior to the beginning of the activity.
Lastly, all conflicts of interest must be resolved by UFCOP prior to the educational activity.

A relevant financial relationship is defined as financial relationships in any amount occurring with the past 12 months that create a conflict of interest. An individual who refuses to disclose relevant financial relationships will be disqualified from being a planning committee member, a teacher, or an author of continuing pharmacy education (CPE), and cannot have control of, or responsibility for, the development, management, presentation or evaluation of the CPE activity.

Please complete the following:
- ☐ Title of CPE Activity
- ☐ Speaker/Planning Committee Member Name
- ☐ Date of Activity
- ☐ Activity Role (e.g., speaker, activity director, planning committee member, other)

Relevant Financial Disclosure Questions
1. In the past 12 months have you (or your spouse/partner) had a financial relationship in any amount with a commercial organization that produces, markets, re-sells, or distributes health care goods or services consumed by, or used on patients, and which is the subject of this educational activity?
   a. **Yes** - Complete the chart below and answer questions two and three
   b. **No** - You do not need to answer any further questions. Sign, date and return this form.
2. The Accreditation Council for Continuing Pharmacy Education (ACPE) considers any relationships in the above chart to create conflicts of interest for anyone having control over the content of CPE presentations. In this circumstance, UFCOP has the responsibility to insure that CPE content is free of commercial bias and to resolve the conflict. To complete this process UFCOP needs to know if you have any relationships that could possibly influence the content. Please describe below the procedures you will use to help ensure that this educational presentation is scientifically balanced and free from commercial bias. UFCOP will use this information to resolve any conflict that may occur.
   a. Select all that apply:
      i. Comprehensive review of relevant literature
      ii. Presentation of evidence based guidelines
      iii. Review of guidelines and recommendations of national professional societies or pharmacy organizations
      iv. Peer review of presentation materials
      v. Other, please describe.
   b. In light of your answers to question #2 will your presentation be scientifically balanced and free of commercial bias or influence?
      i. Yes
      ii. No

Signature and Date Required.
All forms to be returned to the Office of Continuing Pharmacy Education

Appendix 4

Example Letter of Agreement between Commercial Interest and UF COP CPE Office

For Commercial Support of Educational Activity Between The University of Florida Board of Trustees for the Benefit of The College of Pharmacy Continuing Pharmacy Education ("University") And_

_____("Company")

Activity and Commercial Support Information

- ☐ Title of Educational CPE Activity ("Activity")
- ☐ Location of Activity
- ☐ Date(s) of Activity
- ☐ Commercial Supporter Name/Division ("Company")
- ☐ Contact Person (Representative)
- ☐ Address, City, State, and Zip
- ☐ Telephone
- ☐ Fax
- ☐ Email

1. **Purpose and Amount of Education Grant:**
   a. Company agrees to provide support for the above named Activity by means of an unrestricted educational grant to University for support of the Activity in the amount of
   b. University and Company agree the Activity is intended for scientific and educational purposes only and shall not promote the Company's product(s), directly or indirectly, but shall be an independent and non-promotional activity focused on educational content free from commercial influence or bias.
   c. Company shall make payment of the educational grant by check made payable to the UNIVERSITYOF FLORIDA (FEID 59-6002052).

2. **Content of Educational Activity:**
   a. University shall maintain full control over the Activity's content and selection of the faculty, presenters or moderators.
   b. Company shall not script, target points for emphasis, or otherwise influence the Activity's content, nor condition the educational grant upon Company's involvement in the Activity agenda, choice of topics, content, selection and recruitment of presenters or moderators, or site selection.
   c. University and Company agree that the central theme of the Activity shall not be based on a single product marketed by the company or a competing product, except when existing treatment options are so limited as to preclude any meaningful discussion of alternative therapies.
   d. University and Company agree that the Activity shall provide an opportunity for attendees to engage in meaningful discussion or questioning during or immediately following the Activity.

3. **Disclosure and Limitation on Promotional Activities:**
   a. University shall disclose to the audience, at the time of the Activity (1) Company's funding of the Activity and (2) any significant relationship between University, presenters or moderators, and Company.
   b. University and Company agree that Activity Audience selection shall not be directed or influenced by Company's sales or marketing goals.
   c. Company agrees that no information about Company's product presented during the Activity shall be disseminated in the meeting room. No promotional activities such as presentations by sales representatives or promotional exhibits shall take place in the meeting rooms.

4. **Other Payment or Support:**
   a. Company agrees that no payment other than the unrestricted educational grant that is the subject of this Agreement shall be given to the Activity director, planning committee members, teachers or authors, joint sponsor, or any others involved with the Activity.
   b. Company agrees that all other support associated with the Activity (e.g. distributing brochures, etc.) shall be disclosed to University and shall require University's prior written approval.

5. **Compliance with FDA, ACPE, and other Guidelines:**
   a. University and Company agree that they intend to fully comply with the standards and requirements of the Accreditation Council for Pharmacy Education (ACPE) including the ACPE "Standards for Commercial Support" and the Food and Drug Administration Guidance on Industry-Supported Scientific and Educational Activities. University and Company also agree that they intend to fully comply with other appropriate guidelines such as the PhRMA Code and AdvaMed Code of Ethics for Interactions with Healthcare Professionals.

6. **Miscellaneous:**
   a. This Agreement shall become effective upon execution by both parties (the "Effective Date"), and shall continue until activity and payment are complete, unless the Agreement is terminated as provided herein. Either party may terminate the Agreement upon thirty (30) days written notice to the other party at any time, with or without cause. In the event of termination, Company shall only be responsible for paying University those amounts actually spent, or irrevocably committed by University with respect to the Activity.
   b. The relationship created by this Agreement is one of independent contractors. Nothing in this Agreement shall be construed to create any other relationship between the parties. This Agreement does not constitute either party as the agent, legal representative, or employee for any purpose whatsoever of the other party, and neither party is hereby granted any right or authority to assume or create any obligation for or on behalf of, or in the name of, or in any way bind the other party.
   c. The failure or delay of either party to insist upon the strict performance of any term, condition, or covenant of this Agreement, or to exercise any right, power, or remedy hereunder or consequent upon a breach hereof shall not constitute a waiver of any such term, condition, covenant, right, power, or remedy or of any such breach or preclude the parties from exercising any such right, power, or remedy at any later time or times. Any waiver or consent given hereunder shall be effective only in the specific instances and

for the specific purpose for which it is granted.

Agreed To As Above By:

| **University of Florida** Signature and Date Name and Title | **Company** Signature and Date Name and Title |

Return Signed Document To:
University Of Florida Continuing Pharmacy
Education College of Pharmacy, CPE Office
2046 NE Waldo Road, Suite 2200
Gainesville, FL 32609
352-273-6275

Appendix 5

Exhibitor Contract between Commercial Interest and UF COP CPE Office

University of Florida College of Pharmacy
Activity Title
Activity Date | Activity Building| City, State

<u>**Exhibitor Information**</u>
- Company
- Address, City, State, and Zip
- Contact Person
- Telephone Number
- Fax Number
- Representatives Attending (include name and email)

<u>**Fees**</u>
- **$____** Entire Program
- **$____** Month Day, Year

Each exhibit space includes:
- One X-foot table
- Electrical Services
  - ☐ Yes
  - ☐ No
  - ☐ Maximum of 3 representatives per table

<u>**Payment Information**</u>
Please check the box with your choice of payment:
- ☐ Payment made online
- ☐ Payment enclosed
- ☐ Check mailed on: _____

- Checks should be made payable to: **University of Florida** (tax ID # 59-6002052)
- Send check to: College of Pharmacy CPE Office 2046 NE Waldo Rd.
  Suite 2200 Gainesville, FL 32609

By signing below, exhibitors agree to hold the University of Florida harmless from and against any and all claims and damages arising out of exhibitors' negligence or willful misconduct as a result of exhibitors exhibiting at the Conference date, in city, Florida. Exhibitors also agree to abide by policies and regulations of the venue, the hotel.

_____   _____
Authorized Signature   Date

_____   _____
Printed Name   Title