As physicians increasingly need to participate in MOC, it becomes key to identify internal and external resources to support that engagement. Mayo School of Continuous Professional Development (MSCPD) and the Mayo Clinic Quality Review Board (QRB)’s goal has been to offer opportunities to engage physicians and enhance quality improvement projects that are relevant to their practice, part of their daily clinical life, designed to improve the quality of care/outcomes of their patients; and earn qualified credit to satisfy MOC. What began as a pilot program in 2010 has grown to be a fully integrated initiative wherein physicians, care teams, and allied health also contribute to quality improvement projects (QIPs) that secure relevant educational credits for participants.

**Background**

At its onset, the QRB reviewed and approved projects for MOC Part IV and PI-CME credits exclusively. In late 2011, collaboration with Mayo’s Quality Academy resulted in large enough scale for AOA, ACCME, and ACPE to review and approve. This allowed Mayo to offer in-house MOC credits for Mayo physicians, with additional opportunities for those outside Mayo. The ongoing program has allowed Mayo to do the following:

1. **Express institutional value in sustaining ongoing development**
2. **Distinguish QIPs from clinical research**
3. **Develop standards for meaningful participation by individual physicians**
4. **Develop standards for QIPs**
5. **Express institutional value in sustaining ongoing development opportunities**

**Methods**

The ongoing program has allowed Mayo to do the following:

- Review and approve (or reject) quality-improvement projects (QIPs) for relevant educational credits (MOC, CME, and internally relevant credits offered through Mayo Clinic’s Quality Academy).
- Develop standards for meaningful participation by individual physicians.
- Distinguish QIPs from clinical research.
- Express institutional value in sustaining ongoing development opportunities.

**QIP Application**

**DPM/AC**

**Framework to improve any existing process**

<table>
<thead>
<tr>
<th>Define</th>
<th>Measure</th>
<th>Analyze</th>
<th>Improve</th>
<th>Control</th>
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<tbody>
<tr>
<td>What is the current process?</td>
<td>How do we measure the current process?</td>
<td>What are the root causes of the problem?</td>
<td>How can we improve the process?</td>
<td>How do we track the outcomes of improvements?</td>
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**Participants in Approved Projects**

**Results**

- **Staff Time Saved or Repurposed**
  - 45,553 hours
- **Patient Time Saved or Repurposed**
  - 214,463 hours

**Growth in Credit Approval and Reporting**

- **Total Projects Reported to Boards**

- **Diplomate Credit Reported by Board**
  - MOC Part IV

**Participant Reflections**

- “I learned to challenge my assumptions by asking more questions and learning about processes throughout the care continuum. It is easy to only think about our own little corner of the world (Mayo) but patient care is really about working collaboratively. Working with the project team was a positive experience which allowed me to work across the enterprise and gain further understandings one another’s precise. Working collaboratively with others to problem solve is an area that I enjoy.”
- “I learned to challenge my assumptions by asking more questions and learning about processes throughout the care continuum. It is easy to only think about our own little corner of the world (Mayo) but patient care is really about working collaboratively. Working with the project team was a positive experience which allowed me to work across the enterprise and gain further understandings one another’s precise. Working collaboratively with others to problem solve is an area that I enjoy.”

**References**