

## Frequently Asked Questions

### Q: What is CME360?

**A:** CME360 is a revolutionary, collaborative, technology platform that was built from the ground up specifically to meet the emerging needs of the CME industry in the 21st Century. CME360 is the first complete web-based tool that enables CME/CE providers, their partners, faculty, and other stakeholders to collaborate for the planning, documentation, automated processing, reporting, and outcomes of medical education and performance improvement activities.

### Q: How can CME360 help me with the “New” ACCME Accreditation System?

**A:** CME360 can help providers with both the “Original” (Criteria 1-15) and “Updated” (Criteria 16-22) decision-making criteria, relevant to the essential areas and elements, of the ACCME accreditation system.

- “Original” - CME360 documents and tracks the ACCME essentials for the organization and for each activity. CME360 includes web-based data collection and processing tools to fully automate the CME back-office for live, online, and other enduring activities. CME360’s database indexing services allow providers to link identified needs to assessments and other essentials, enabling real-time reporting of outcomes, and an integrated planning process that all providers desire under any system.
- “Updated” - CME360 was specifically designed to help providers meet the new challenges in CME, offering a cutting edge technology platform that: (i) builds bridges for collaboration (ii) includes planning tools, such as resource centers to centralize and drive educational and non-educational strategies (iii) offers outcomes analysis tools to help narrow the quality gaps through a continuous QI process and (iv) connects to external quality frameworks to integrate practice level data with CME and PI activities.

### Q: How is CME360 different from existing CME management applications?

**A:** At best, existing CME management systems only address back-office functionality, in a relatively limited fashion. They are not fully web-based, they do not provide a platform for collaboration, nor do they support the new criteria necessary to achieve ACCME “Level 3” accreditation.

### Q: What do you mean by “CME360 Community”?

**A:** While CME360 can be used strictly within a single organization as a standalone application, the full potential of CME360 is unleashed when CME providers begin to collaborate with other community members.

### Q: How does collaboration and sharing work?

**A:** The CME Provider that creates the CME/CE, PI, registry, survey, or other activity in CME360, fully owns and controls that activity. Permission to collaborate on a project and/or to share outcomes with other stakeholders, or the community, is at the full control and discretion of the CME Provider/owner. Through CME360, providers electronically invite other stakeholders to participate. Stakeholders then elect to accept or reject the invitation. Additional security measures allow both the CME Provider/owner and their stakeholders to maintain control of their own respective access and viewing levels. Using this “offense-defense” approach allows all organizations in the community to maintain the appropriate level of access.

### Q: What types of organizations can join the CME360 Community?

**A:** The CME360 platform and the CME360 community are, in essence, an online representation and reflection of the real CME world. All organizations that participate in CME today have a place and are eligible to join, the CME360 community. This includes accredited CME & CE Providers (Non-Profit, Government, and For-Profit),

Faculty, Accredited and Non-Accredited Partners and Vendors, Accrediting Bodies, Grantors (Commercial and Non-Commercial Supporters), CME Provider Associations, and others.

### Q: How can I license CME360 for my organization?

**A:** CME360 is licensed under the following programs:

#### Provider Professional

Professional is a multi-user, fee-based, full version, available to all provider organizations, including accredited and non-accredited providers, publishers, data processing companies, etc., with the exception of Faculty, Grantors, and Accreditors.

- Professional provides access to the full complement of core CME360 modules, including: Dashboard, Stakeholder, Planning, Project, Distribution, Participation, Processing, and Reporting/Outcomes. Professional is required to license CME360’s advanced modules.
- A Professional license, including unlimited activities, is offered on a per user per year basis. A project-based Professional license with a limited number of activities, is also available upon request. Discounted fees are available for non-profit organizations.

#### Provider Connect\*

Connect is single user, self-service, Free, limited version, available to all provider organizations, including accredited and non-accredited providers, publishers, data processing companies, etc., with the exception of Faculty, Grantors, and Accreditors. As the name suggests, the Connect version was designed to allow organizations to “connect” with the CME360 Community at no charge, to allow:

- Providers, who may not be ready for Professional, to try CME360 and learn about the potential that CME360 holds for their organization.
- Partners, of existing CME360 member organizations, to collaborate on activities, without additional fees.
- Providers to simply connect with CME360 members, including Partners, Grantors, and Accreditors, for the purpose of uploading and sharing data, reports, or outcomes, without additional fees.

\* Connect enrollment is currently provided on a limited, first come basis.

#### Faculty

Faculty who participate in the CME360 Community are provided access at no charge.

#### Grantor

The Grantor version of CME360 is designed for commercial, government, and other non-commercial supporters. This multi-user, fee-based, version provides the essentials for managing proper communications with grantee organizations, including the ability to accept invitations, and to view appropriate levels of information, and outcomes, via customized graphic-enabled dashboards, in real time.

#### Accreditor

Accreditor is a multi-user, fee-based, version of CME360, designed for accrediting organizations interested in receiving real-time access to needs assessments, data, reports, outcomes, and other pertinent information, as reported from providers across the CME360 Community.

## CME360 Provider Professional

- Available to all provider organizations, including accredited and non-accredited providers, with the exception of Faculty, Grantors and Accreditors.
- Provides access to the full complement of core CME360 modules.
- Required to license CME360's advanced modules, including Satellite Sites (self-service website builder), E-commerce and Report Writer (advanced self-service custom report writer.)
- Licensing offered on a per user per year basis. Discounted fees available for non-profit organizations.

## CME360 Provider Connect

- Available to all provider organizations, including accredited and non-accredited providers, with the exception of Faculty, Grantors and Accreditors.
- Designed to allow organizations to “connect” with the CME360 community
- Allows providers who may not be ready for the Provider Professional version to try CME360 and learn about the potential that CME360 holds.
- Allows partners of existing CME360 member organizations to collaborate on activities.
- Allows providers to simply connect to CME360 members for the purpose of uploading and sharing data, reports, or outcomes, without additional fees.

## CME360 Faculty

- Faculty are able to accept invitations, and participate on activities with members of the CME360 community, at no charge.

## CME360 Grantor

- Designed for commercial, government and other non-commercial supporters.
- Provides essentials for managing proper communications and invitations, with grantee organizations, and the ability to view appropriate levels of outcomes, and other information, via customized dashboards, in real-time.

## CME360 Accreditor

- Designed for accrediting organizations interested in receiving real-time access to needs assessments, data, reports, outcomes and other pertinent information, as reported from providers across the CME360 community.

## CME360 Key Features

### Dashboard Control

- Instant 360° View - Projects, Outcomes, & Analytics

### Project Management

- Continuous Integrated Planning for Projects & Learning Needs
- Collaborative Project Development & Event Planning
- Faculty Management & Search
- Assessment & Certificate Template Library

### Automated Data Collection & Documentation Management

- Assessment & Evaluation Designer
- Online Certificate Processing
- Data Import (Excel or CSV) & Manual Data Entry Options
- Automated Web Registration
- E-commerce Ability Enabling Online Registrations, Credit Card Processing, & Financial Activity Reports

### Accreditation Essentials

- Needs Assessment Research Database
- Needs Assessment Resource Centers
- Outcomes-based Learning Objectives
- Support for Level of Evidence
- Index to Essentials & Medical Lexicon

### Outcomes & Reporting

- On-Demand Reporting
- Web-based Outcomes Analytic Tools
- Outcome-Driven Generation of Learning Needs
- Link Outcomes to Future Needs Assessments
- Accreditation Reports

### Community

- Manage Stakeholder Relationships
- Enable Providers & Partners the Ability to Centrally Plan for Activities
- Collaborative Evaluation of Outcome Results

### Security

- 360° Security - Fully Control Access

	License	Fees	CME360 Capabilities	Training and Support	Implementation Services
Provider Professional	Multi-User Licenses	Annual Per User	<b>All Core CME360 Modules</b> Dashboard, stakeholder, planning, project, activity, distribution, participation, processing and reporting/outcomes. Required for add-on modules, including Satellite Sites, e-commerce and Report Writer.	<b>CME360 Foundation Training &amp; Support</b> • Full day live session. • Access to online training and CME360 Support Center with allotted telephone support. • CME360 admin training.	• Project Management services • Administration Support
Provider Connect	Single User License  Limited Enrollment	Free	<b>Connect Modules Only</b> Limited functionality. Upgradable to CME360 Provider Professional.	<b>QuickStart Training</b> • Webinar up to 4 hours. • Access to online training and CME360 Support Center.	Limited Project Management services
Faculty	Single User License	Free	<b>Faculty Modules</b> Access to faculty profile, conflict of interest, and limited activities, on an invitation-only basis.	<b>Faculty QuickStart Training</b> • Faculty Management online documentation • Access to online training modules	N/A
Grantor	Multi-User Licenses	Annual Per User	<b>Grantor Modules</b> Ability to accept invitations and appropriate levels of milestones, reporting, and outcomes data, via customizable dashboards in real-time.	<b>CME360 Foundation Training &amp; Support</b> • Full day live session. • Access to online training and CME360 Support Center with allotted telephone support. • CME360 admin training.	• Project Management services • Administration Support
Accreditor	Multi-User Licenses	Annual Per User	<b>Accreditor Modules</b> Ability to accept invitations and roll-up needs assessment, reporting, outcomes, and other data across the CME360 community.	<b>CME360 Foundation Training &amp; Support</b> • Full day live session. • Access to online training and CME360 Support Center with allotted telephone support. • CME360 admin training.	• Project Management services • Administration Support