

This document describes the service level agreement (SLA) for Continuing Medical Education & Lifelong Learning (CME) application processing and credit designation and defines what you should expect as a customer of the service.

About OCME & LL and application processing/credit designation

The Office of CME & Lifelong Learning works in service to our units (Centers, Institutes, Departments, and Divisions) and Medical School faculty. Our office encourages high quality continuing medical education designed to enhance patient care by improving the knowledge, competence, and performance of physicians. We serve and support the institution, CME planners, and individual CME participants within and beyond Michigan Medicine in their achievement of professional and clinical excellence. CME credit hours are the value assigned to this high quality, unbiased educational activity. Physicians and other healthcare professionals use CME credit to meet professional [requirements](#)* and to demonstrate their personal commitment to professional development.

Service expectations and availability

Our customers will receive:

1. Response within three business days to all questions routed through the support email address provided by HITS or sent directly to us.
2. Response within thirty minutes to all phone calls made to our HITS support number.
3. Response within two business days to all support tickets (with a call back facility).
4. Approval of a standard CME application within three business days after department chair approval.
5. Educational activity websites to be built within three business days of application approval.
6. Meeting registrations to be available within four business days of application approval.
7. Letters of agreement (LOA) for commercial support using the standard Medical School template will be reviewed and approved within three business days

We require the following (from our customers):

1. Faculty leadership (departmental Chair, Unit lead or designee) will review and approve their unit's CME proposals to ensure topics are in accordance with established Science and Medicine and the departmental mission. Also, Faculty Leadership will assure that the activity is financially viable and to provide approval for the annual CME service fee.
2. Provision of one MiCME-trained administrative CME lead/superuser, identified by the CDA, who will be able to attend the quarterly CME superuser group meeting.
3. Departmental CME Activity Coordinators will enter educational session information into MiCME for each activity at a minimum of five business days before the scheduled CME event.
4. Activity coordinators will ensure that all educational planners and presenters complete Conflict of Interest identification and management process before all educational events.
5. All CME credit will be claimed within six months of the activity using MiCME.
6. All Departments and Units must provide a single departmental shortcode against which OCME&LL service charges can be posted