

Service Level Agreement for Continuing Medical Education Applications for Credit Designation

Office of Continuing Medical Education & Lifelong Learning
University of Michigan Medical School

Approved by: David Healy, MD

Version: 2.0

Last Updated: 04/18/2025

Next Review Date: 04/18/2026

1. Purpose and Scope

This Service Level Agreement (SLA) establishes the service expectations, responsibilities, and performance standards for processing Continuing Medical Education (CME) applications and credit designation by the Office of CME and Lifelong Learning at Michigan Medicine. It aims to ensure the efficiency and timely processing of CME applications, maintain compliance with accreditation requirements, and support high-quality CME activities that enhance healthcare professionals' knowledge, competence, and performance in patient care.

2. Service Overview

The Office of CME & Lifelong Learning supports Michigan Medicine's academic and clinical missions by facilitating CME activities for faculty, centers, institutes, departments, and divisions. We assist CME planners and presenters in delivering accredited educational programs that meet professional standards and requirements and foster clinical excellence.

3. Service Expectations

3.1 Customer Expectations and Office Commitments

- **Response Time:** Acknowledge all inquiries and support tickets within 2 business days. Provide prompt and clear responses, with updates every 5 business days if a resolution is pending.
- **Application Review:** Complete review of standard CME applications within 2 weeks of submission. Ensure compliance with accreditation standards and institutional policies, providing feedback on any deficiencies.
- **Web Page and Registration Setup:** Create educational activity webpages and basic registration forms within 5 business days of application approval. Provide guidance on webpage content and structure to facilitate the registration process.
- **Commercial Support Agreements:** Review and approve Letters of Agreement (LOAs) for commercial support within 5 business days, using the standard Medical School template. Verify compliance with institutional policies and ACCME guidelines for commercial support.

3.2 Additional Commitments

- **Clear Documentation and Guidance:** Provide accessible resources, including application templates, disclosure forms, and training materials.
- **Compliance Assurance:** Actively monitor adherence to accreditation standards, providing oversight and support to ensure compliance.

4. Roles and Responsibilities

All stakeholders are required to fulfill specific responsibilities to maintain the expected service levels.

4.1 Faculty Leadership (Department Chair, Unit CME Lead, or CME Approval Designee)

- **Review and Approval of Proposals:** Evaluate CME applications to ensure alignment with institutional and departmental missions within 5 business days.
- **Financial Oversight:** Review the budget and approve funding sources before submission, ensuring financial viability.
- **Administrative Fees:** Approve a single departmental shortcode for the ongoing processing of administrative fees.

4.2 Educational Planners and Co-Planners

- **Educational Planning:** Assume full responsibility for educational planning, content delivery, and financing of the CME activity.
- **Oversight:** Monitor CME activities to ensure compliance with institutional and accreditation requirements and produce documentation demonstrating compliance upon request
- **Support to CME Activity Coordinators:** Provide guidance on preparing and submitting applications and follow-up tasks.

4.3 CME Activity Coordinators

- **Data Entry:** Enter session topics, titles, and speaker information into the MiCME system at least 5 business days before the event.
- **Disclosure Management:** Ensure financial disclosure forms for all planners and presenters are completed at least 5 business days before the event, and that disclosures are shared with attendees prior to the start of the presentation.
- **Credit Claiming:** Provide credit claiming instructions and the necessary activity code at the point of educational delivery to facilitate credit claiming in real time for attendees.
- **Activity Monitoring:** Regularly review the activities in MiCME to ensure all requirements are met and activities receive timely approval.
- **Activity Closeout:** Complete the closeout process within 30 days after the event, which includes finalizing attendance records, submitting the activity closeout form with any outstanding documentation, and ensuring compliance with all reporting requirements.

4.4 Attendees

- **Credit Claiming:** Claim CME credits through MiCME within 7 days (10,000 minutes) of activity completion.
- **Consent for Data Sharing:** Provide required identifying information and consent for uploading credits to specialty boards, if applicable.

5. Performance Monitoring and Review

- **Ongoing Monitoring:** The performance of this SLA will be monitored continuously, with data collected on key metrics such as application processing times, response times, and compliance rates.
- **Annual Review:** A formal review will occur annually, with feedback solicited from stakeholders to identify opportunities for improvement and ensure alignment with institutional goals.
- **Adjustments:** Any changes to the SLA will be communicated to all relevant stakeholders.

6. Contact and Support

For technical support with MiCME and support related to ACCME Standards for Integrity and Independence, please submit a ticket:

- **Web Support:** <https://umich.cloud-cme.com/content/help>

For support related to service issues, please contact the Office of CME and Lifelong Learning:

- **Email:** cooksama@umich.edu
- **Phone:** (734) 647-8784

7. Version History

Version	Date	Description of Changes	Approved By
3.0	04/18/2025	Clarification of Activity Coordinator role in facilitating credit claiming for attendees.	David Healy, MD
2.0	10/18/2024	Major revision and adding role descriptions and responsibilities	David Healy, MD
1.0	07/01/2022	Initial version	David Healy, MD

8. Appendix

- [CME Planning Guide](#)
- [MiCME Help](#)
- [About the Office of CME and Lifelong Learning](#)