

**Title:**

**Evaluating meaningful outcomes to enhance healthcare provider competencies**

**Conference:**

**16th Ottawa Conference / 12th Canadian Conference on Medical Education (CCME)**

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**Objectives:**

A collaborative sought to explore if CME/CPD designed to improve patient-provider interactions in type 2 diabetes (T2DM) could facilitate patient behavior change. The mixed-methods evaluation approach for this program will be presented as it relates to the evolving nature of outcomes assessments.

**Key Points:**

Results from the program evaluation showed that behavioral change at the health care provider (HCP) level was achieved, positively impacting key clinical markers related to treatment, management, and adherence in patients with T2DM. Evidence of lasting change was present at three- and six-months post-workshop.

This study describes a mixed-methods evaluation approach that was used to determine a causal link between the educational program and improvements in HCP behaviors and patient outcomes, which can be generalized to future program evaluations.