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| POLICY CATEGORY | PROGRAM |
| POLICY FOCUS | PROGRAM PROVIDER |



Policy Category: Program

PR-07: Program Provider

1 Purpose

The purpose of the Program Provider Policy is to establish:

1. The criteria to be a CCCEP provider of accredited continuing education programs; and
2. The roles and responsibilities of a program provider that develops and delivers nationally accredited continuing pharmacy education programs.

2 Eligibility to provide CCCEP Accredited Programs

CCCEP believes in open admittance with respect to continuing pharmacy education program providers. Therefore, any individual, group or organization may be a CCCEP program provider.

CCCEP allows entities to register as a program provider in one of two categories that are defined in terms of the provider’s control or influence on the content of a program. Program content may be critically influenced and controlled during program development, program design, program delivery and program evaluation.

3 Program provider categories

There are two categories of providers: Full-privilege and Limited Privilege

3.1 Category: Full-privilege Provider

A full-privilege program provider may be involved in all aspects of the development, design, delivery, evaluation, logistics and promotion of a continuing pharmacy education program. They may work with a limited-privilege provider through a sponsorship or collaborative agreement in accordance with the Sponsorship Code of Practice.

3.2 Category: Limited Privilege Provider

A Limited-privilege provider is an organization whose activities are limited so that their ability to influence or control the content of a continuing pharmacy education program is minimized.

A limited-privilege provider is any entity that is:

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- A commercial enterprise, excluding direct service and education organizations;
- A special interest entity; or
- Deemed by CCCEP not eligible to be a full-privilege provider.

Limited-privilege providers may:

- Be the provider of record for any program;
- Develop, design, deliver and evaluate a program with non-therapeutic content;
- Deliver any program, including contracting the services of an independent third-party facilitator for a Live program and hosting an Independent Study program on a website owned by the limited-privilege provider, except the limited-privilege providers corporate site or a product related site;
- Provide program logistics (organize and promote) for any Live program;
- Conduct the participant evaluations of a program;
- Maintain the learner records for a program; and
- Issue letters or statements of attendance.

Limited-privilege Providers shall not:

- Develop or design a continuing education program with therapeutic content, except through a sponsorship or collaborative agreement with an full-privilege provider;
- Deliver a Live continuing education program or the Live component of a Blended program with therapeutic content by appointed or contracted staff of the limited-privilege provider;;
- Host a continuing pharmacy education program on their corporate or company website;
- Hire an appointed or contracted staff person as an author, designer, presenter or evaluator for a program with therapeutic content.

3.3 Withdrawal and Restriction of Program Provider Privileges

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CCCEP may withdraw program provider status or restrict the privileges of a provider of any organization for:

- Breach of:
 - The program provider responsibilities;
 - The Standards for CCCEP Accreditation; or
 - The Sponsorship Code of Practice;

Or

- Substantiated complaints regarding the quality of the continuing pharmacy education programs delivered by the provider.

4 Responsibilities of a Program Provider

Both limited-privilege and full-privilege providers will:

1. Follow the letter and spirit of the *Standards for CCCEP Accreditation* to ensure that:
 - a. The learning objectives are specifically defined in terms of knowledge, competence or performance, and are appropriate for the target audience;
 - b. There are outcome measures of learning effectiveness expressed in terms of meeting the knowledge, competence or performance objectives of the learning activity;
 - c. The instructional methods and technologies used are appropriate to the stated learning objectives and the target audience; and
 - d. The quality of the continuing pharmacy program is evaluated and that improvements have been made where necessary.

2. Follow the letter and spirit of the *Sponsorship Code of Practice* and ensure that:
 - a. Any support, sponsorship or funding by another entity does not influence the structure or content of the continuing education program.
 - b. Any commercial sponsorship or interests of the authors, planners, presenters, facilitators, or organizers are disclosed to the provider, organizer, the learners and CCCEP.

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3. Maintain learner records of participation or completion, as appropriate, and be able to confirm participation of a participant for a period of three years following the completion of the program as may be requested by the participant, CCCEP or a provincial regulatory authority.
4. Provide reports and information on learning activities within the guidelines established by the Board of Directors.

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Appendix A: Definitions

Author. The person(s) responsible for creating the content of a continuing education program.
The author may be the same person(s) as the program designer or program developer.

Commercial enterprise. An entity involved in the production, marketing, reselling or distribution of a health care product, service, device or system, excluding organizations that provide clinical services directly to patients and private or public education organizations.

Content. See program content.

Designer. See program designer.

Developer. See program developer.

Facilitator. See presenter.

Planner. The person(s) responsible for the program development and/or delivery of a program.

Presenter. The person responsible for the presentation of a Live program or the delivery of an independent study program.

(The term presenter is used to include facilitator, lecturer, speaker, trainer and equivalent terms. CCCEP recognizes the different meanings and nuances of these terms but, for simplicity in this policy, uses the single term.)

Program content. The subject matter, objectives, learning methodologies, materials, learning technologies and learning activities of a continuing education program.

Program delivery. The recruitment and hiring, training and supervision of the presenter, the provision of the program curriculum, the presentation of the live learning event to learners or providing access of an independent study program to learners, the administration of learner assessments, conducting learner evaluations of the program, and preparing reports on learner participation, performance and program quality.

Program design. The creation, clustering, sequencing and structuring of the learning objectives, learning activities, learner assessment and content of a continuing education program into a well-ordered flow of learning experiences to facilitate learner performance.

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Program designer. The person(s) responsible for the program design of continuing pharmacy education program. The program designer may be the same person(s) as the author or program developer.

Program developer. The person(s) responsible for the program development of a continuing pharmacy education program. The program developer may be the same person(s) as the author or program designer.

Program development. The process of arranging and overseeing resources, analyzing the needs assessment, identifying the target group, developing program objectives, creating and overseeing a program project plan, and developing and overseeing a program evaluation plan.

Program logistics. The promotion and organization of a live learning event, including booking the place and space for a specific live continuing pharmacy education program.

Program organizer. The individual, group or organization that provides the logistics for a continuing education program.

Program provider. The person, group, organization, or business responsible for the submission of a continuing pharmacy education program to CCCEP and for ensuring that the program development, content, delivery and evaluation meet the standards for CCCEP accreditation.

Provider. See program provider.

Special interest entity. An individual, group or organization that promotes a specific product, service or approach that is based on a partial, biased and/or incomplete presentation of the best available research evidence regarding best practices in the area.

Sponsor. The person, group or organization that provides financial support for a continuing pharmacy education program.

Therapeutic content/topic. Therapeutic content or topic is any content or topic related to patient care and the clinical practice of pharmacy.

Non-therapeutic content/topic. Non-therapeutic content is any content or topic relating to the business or management of a pharmacy practice.

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