

POLICY NUMBER: 620.3

POLICY TITLE: Office of CME Grievance Policy

I. PURPOSE

This policy is to provide guidelines for managing grievances associated with LMU-DCOM's CME Office and sponsored activities.

II. POLICY STATEMENT

Activity sponsors must have a written policy dealing with procedures for the management of grievances.

III. DEFINITIONS

CME = Continuing Medical Education

IV. AUDIENCE

This policy applies to all stakeholders participating in any LMU-DCOM-sponsored CME program.

V. COMPLIANCE

N/A

VI. ROLES AND RESPONSIBILITIES

LMU-DCOM Administration: The mission of the Office of Continuing Medical Education (CME) at LMU-DCOM will remain consistent with the mission of the DeBusk College of Osteopathic Medicine in its commitment to prepare outstanding osteopathic physicians who are committed to the premise that the cornerstone of meaningful existence is service to humanity.

Responsible Office: LMU-DCOM Office of Continuing Medical Education

Responsible University Officer: LMU-DCOM Director of CME

Policy Oversight Committee: LMU-DCOM Policy Process Committee

VII. STANDARDS

N/A

VIII. PROCEDURE

Program evaluations of each CME activity are an integral part of the CME program and will be distributed at the end of each activity. Feedback is aggregated and communicated to the appropriate programs and contacts and used for future program planning. Grievances regarding program administration and reporting of AOA CME credits will be handled on an individual basis. Grievances shall be submitted in writing to the CME Director for review. If the CME Director cannot resolve the issue, it is referred to the LMU-DCOM Senior Associate Dean. If no resolution by the LMU-DCOM Senior Associate Dean, it is referred to the Dean of LMU-DCOM. If the participant does not receive a satisfactory response, they may notify the Council on Continuing Medical Education of the AOA at 142 E. Ontario St., Chicago, IL, 60611.

Consequences of non-compliance include CME sponsor accreditation probation and/or revocation.

This policy is effective as of the date above and shall remain effective until amended or terminated by the Dean of LMU-DCOM.

IX. CONTACT INFORMATION

For more information regarding this policy, please contact the LMU-DCOM Director of Alumni Services and CME at 423-869-6252.

X. DOCUMENT HISTORY

Policy Order Number: DCOM CME Grievance Policy Effective Date June 1, 2016

Version S23.1:

Approved by LMU DCOM Policy Process Committee: 06/02/23

Approved by LMU Legal: 06/15/2023

XI. FORMS

<http://dcomcme.LMUnet.edu>

<https://www.lmunet.edu/debusk-college-of-osteopathic-medicine/do/office-of-cme-preceptor-development/preceptor-faculty-development/index>