



## Call for Comment — Complaints and Inquiries Process

Transcript of ACCME Commentary  
January 21, 2010

<http://education.accme.org/audio/accme-commentary/call-comment-complaints-and-inquiries-process>

### **Description:**

#### ***Complaints and Inquiries Process: Balancing Transparency and Confidentiality***

***ACCME Chief Executive, Murray Kopelow, MD, explains a new Call for Comment on a proposal for balancing transparency and confidentiality in the Complaints and Inquiries Process:***

The ACCME has long had a Complaints and Inquiries Process that we use to respond to inquiries from the general public or from the CME enterprise about providers during their term of accreditation. In the process we give the providers an opportunity to explain their actions and to demonstrate their compliance in the area of concern. We look at their whole program or at their individual activities.

ACCME has a strong commitment to transparency and in the context of the Complaints and Inquiries Process and the results, some stakeholders are asking for more transparency and some are asking for less. And ACCME needs to find a balance between transparency and appropriate confidentiality. We looked for parallels inside the accreditation system, where we make public the accreditation status, but we maintain as confidential the individual criteria findings and the findings from activity review. So we're proposing that we apply this same standard from accreditation to complaints and inquiries.

We're proposing, for your comment:

1. That if an activity is found not in compliance in the Complaints and Inquiries Process that the identity of the provider will remain confidential.
2. If we change the status of a provider through the Complaints and Inquiries Process, that status will be made public. And —
3. That we will greatly increase the formative feedback and information that we make available to the CME community from the Complaints and Inquiries Process — without breaching any confidentiality. That we share the nature of the complaints that we are getting, the activity types, the circumstances that predispose to the complaint, our findings of Compliance or Non-Compliance and the reasons for our findings in order to inform the CME enterprise, to assist them in maintaining their compliance during their term of accreditation.

We look forward to hearing your comments and feedback on this call.

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