

ACCME Surveyor Competencies

Competency Area 1: Knowledge	
Competency 1.1	A surveyor must maintain knowledge of ACCME's Accreditation Criteria and Policies. ¹

Competency Area 2: Proficiency in Practice	
Competency 2.1	A surveyor must be able to apply knowledge of ACCME's Accreditation Criteria and Policies and their current interpretations when gathering data from a provider and reporting survey findings.
Competency 2.2	A surveyor must be able to gather data from the provider's self-study report, activity files, and the interview.
Competency 2.3	A surveyor must complete surveyor forms in an appropriate and timely manner.
Competency 2.4	A surveyor must use effective verbal and written communication before and during the survey interview.
Competency 2.5	A surveyor must have access to a computer to allow them to receive communication from the ACCME and use ACCME's online resources.
Competency 2.6	A surveyor must have computer skills sufficient enough to allow them to communicate electronically with the ACCME. Each surveyor is expected to be able to complete reports using current technologies. Surveyors should also possess the skills that enable them to participate in the ACCME online training activities.
Competency 2.7	A surveyor must have computer skills sufficient enough to allow them to access and review providers' internet CME activities as a part of the accreditation process.

¹ As posted on www.accme.org

Competency Area 3: Behavior and Professionalism	
Competency 3.1	<p>A surveyor must actively engage in the identification and resolution of any conflicts of interest that could occur in the accreditation process.</p> <p>The ACCME expects a surveyor to:</p> <ol style="list-style-type: none"> 1. disclose any financial relationships with an accredited provider that would create a conflict of interest in the accreditation process (e.g., employment). 2. disclose any fiduciary relationships with an accredited provider that would create a conflict of interest in the accreditation process (e.g., board membership). 3. recuse oneself from participation in a survey for a provider where financial, fiduciary, or other relationship (e.g., competitor) exists that could create a conflict of interest in the accreditation process. 4. <u>not</u> engage in communication with a provider after a survey.
Competency 3.2	<p>A surveyor must demonstrate preparedness for the survey encounter.</p> <p>The ACCME expects a surveyor to:</p> <ol style="list-style-type: none"> 1. review the provider's self study report to an extent that allows the surveyor to engage in discussions with a co-surveyor and the provider. 2. communicate with a co-surveyor prior to the survey to the extent that allows equitable and appropriate involvement in the survey encounter. 3. respond to communication when contacted by the ACCME or a co-surveyor.
Competency 3.3	<p>A surveyor must maintain the role as a data collector for the ACCME during the survey encounter.</p> <p>The ACCME expects a surveyor to:</p> <ol style="list-style-type: none"> 1. <u>not</u> offer consultative advice on how to do CME or how to comply with ACCME practices. If asked, surveyors should refer providers to ACCME staff. 2. <u>not</u> say, "<i>I'm taking off my surveyor hat</i>" to leave the surveyor role and assume the position of a CME colleague in order to engage in discussions about the provider's practice of CME.
Competency 3.4	<p>A surveyor must demonstrate respect for individuals and organizations in their dealing with providers, co-surveyors and ACCME staff.</p> <p>The ACCME expects a surveyor to:</p> <ol style="list-style-type: none"> 1. demonstrate respect for cultural, ethnic, and religious diversity. Sensitivity towards special needs should always be extended. 2. demonstrate respect for a provider's unique resources and circumstances. 3. demonstrate respect for all CME provider types. 4. <u>not</u> articulate or demonstrate bias against a provider in the accreditation process because of its organization type.
Competency 3.5	<p>A surveyor must demonstrate honesty in the forms submitted to the ACCME.</p>
Competency 3.6	<p>A surveyor must maintain as confidential any data and information from a provider reviewed and collected during the accreditation process.</p>

Competency 3.7	A surveyor must appropriately manage the power relationship between the provider and surveyor.
	<p>The ACCME expects a surveyor to:</p> <ol style="list-style-type: none"> 1. describe to the provider a surveyor's role as a data collector for the ACCME and not as the decision maker. 2. <u>not</u> make requests or comments that exacerbate the power relationship. A surveyor must not make special requests or comments based on <u>personal</u> preferences. For example, a surveyor must not critique the formats of the provider's self study report, brochures, or other organizational materials.
Competency 3.8	A surveyor must participate in surveyor professional development activities and training exercises designed for all surveyors. The goal of surveyor professional development is to help surveyors maintain or improve upon the knowledge and skills articulated within the surveyor competencies.
Competency 3.9	A surveyor must comply with ACCME policies and requirements.
	<p>The ACCME expects a surveyor to:</p> <ol style="list-style-type: none"> 1. abide by ACCME's travel policy and submit expense reimbursement forms within 14 days of a survey. 2. provide the ACCME with Conflict of Interest Information on an annual basis and as it changes. A surveyor must attest on an annual basis that ACCME's Conflict of Interest Policy will be followed. 3. submit materials and forms to ACCME within 7 days of completing the interview. 4. be available to conduct a minimum of two accreditation interviews per year.