

Artificial Intelligence Assistance in Continuing Medical Education Evaluations

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Background

As the healthcare landscape rapidly evolves, Continuing Medical Education (CME) must provide effective programs and evaluations that align with broader system goals and address enterprise needs.¹ Recent advancements in Artificial Intelligence (AI), such as natural language processing (NLP) algorithms, can support this transformation with the potential to streamline data analysis, identify actionable insights, and improve the effectiveness of CME planning.^{2,3} Despite the growing interest, there is little real-world data on how CME teams are currently using AI in practice.

Objectives

- Describe how CME departments are currently utilizing AI tools like ChatGPT and Microsoft Copilot to enhance evaluation efficiency and effectiveness
- Evaluate the potential of AI-assisted evaluation to improve data analysis and support actionable insights for CME activity planners.
- Analyze the challenges and barriers CME teams face when integrating AI, including organizational approval processes and responsible use concerns

Methods

- An 18-question multiple choice survey was developed and distributed via Microsoft Forms to CME professionals across the nation for two weeks.
- The survey was divided into three sections: (1) evaluation timeliness and process, (2) evaluation quality and usefulness, and (3) opportunities for AI assistance.
- Participation was voluntary, and all respondents consented to the use of their responses for research purposes.

Results

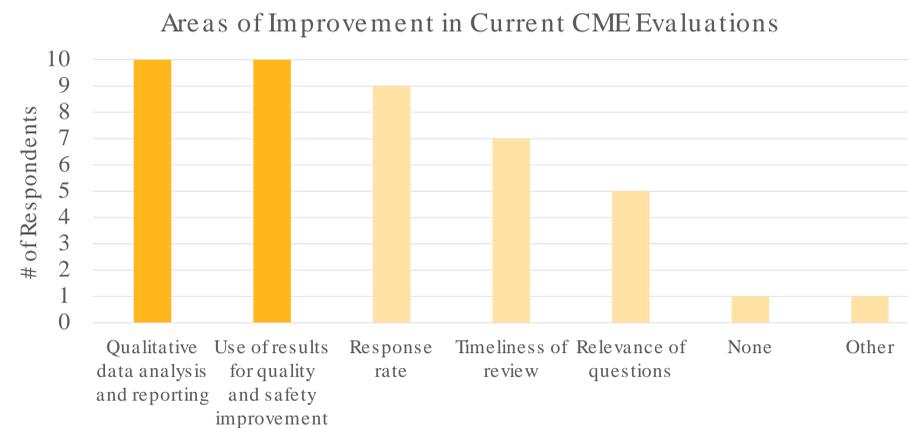


Figure 1. Qualitative data analysis and use of results for quality improvements were identified as the biggest areas of improvement in CME evaluations (n=15).

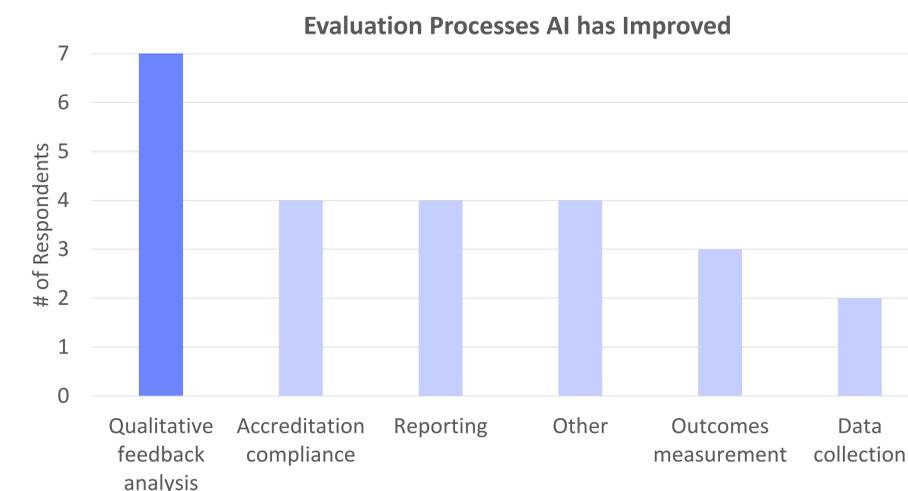


Figure 2. CME departments utilizing AI have seen the greatest improvements in analysis of qualitative feedback (n=10).

Discussion

While most respondents felt somewhat confident in capturing meaningful data through their Learning Management System, analyzing and using it remains challenging. Our survey found that AI-assistance in the evaluation process has improved qualitative feedback analyses by reducing evaluation time and providing more actionable insights.

This study highlights current AI-driven improvements in CME departments and recommends a larger sample to better evaluate AI's use and effectiveness in CME.

Conclusion

- Integrating AI assistance in CME departments is essential for effectively evaluating programs and aligning initiatives with system goals.
- Adoption often faces challenges such as securing approval from IT and privacy departments and ensuring the responsible, accurate use of AI tools.
- Addressing these barriers is critical to fully realizing AI's potential, as this study confirms its effectiveness in improving both evaluation processes and overall program quality.

References

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