

From: MaryMoon Allison
Sent: Friday, March 28, 2008 3:29 PM
To: MaryMoon Allison; Barbara Feild; Adriane Evans; Charmaine J. Baxter
Cc: Jeanne Floyd
Subject: Accreditation 1-800 number

The ANCC Accreditation Program has established a toll free telephone number learners can use to communicate compliments or concerns. The Accreditation Program has always valued the perspectives of the learners. This toll free phone number – suggested to us by a group of accredited organizations – will provide a vehicle that learners can use to share their perspectives. Additionally, it will provide us with some data regarding those perspectives. This has become particularly important in reflecting the perceived presence or absence of bias in continuing nursing education. For instance, we're often told that nurses are, as individuals, vigilant and highly sensitive to the presence of bias in continuing nursing education. However, we have no data to support that statement.

The attached statement is provided for voluntary use in informing learners of the toll free phone number. We suggest that it be included:

- On the web site, and/or
- On the activity evaluation, and/or
- In handouts, and/or
- In a frame on the registration table, and/or
- As a slide in presentations

We suggest that you use the wording provided. Please do not change the definition of bias. It was developed by individuals from accredited organizations and was 'vetted' through RNs within those organizations.

- Accredited approver units are requested to use the above statement and make the above request of its approved applicants.

If you have any questions at all, please feel free to contact me.

Thank you.
MaryMoon Allison, MHSE, BSN, RN, CAE
Director, Accreditation Program
American Nurses Credentialing Center
301-628-5261

"Do not go where the path may lead, go instead where there is no path and leave a trail." - Ralph Waldo Emerson

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ANCC Accreditation Feedback Line

1-866-262-9730

The Accreditation Program of the American Nurses Credentialing Center is interested in the opinions and perspectives of the participants in accredited continuing nursing education activities, **particularly** those perspectives related to the presence of perceived bias* in the continuing education. For this reason, we are now providing a toll free telephone number.

Participants may access this number at any time to:

- tell us of any noted bias or conflict of interest in the education
- tell us of any concerns, compliments, or opinions
- tell us of a great experience
- tell us of an unpleasant experience
- tell us your thoughts on the process

Just call and tell us!

1-866-262-9730

** Bias is defined as: preferential influence that causes a distortion of opinion or of facts. Commercial bias may occur when an educational activity promotes one or more product(s) (drugs, devices, services, software, hardware etc.) This definition is not all inclusive and participants may use their own interpretation in deciding if a presentation is biased.*

NOTE: Statements of commercial support and /or conflict of interest disclosures do not represent bias. Such statements inform the learner that the provider has implemented a mechanism to identify and resolve all conflicts of interest prior to delivery of the educational material.